



PA Housing

Health and Safety Policy Manual and Handbook

February 2025

Owning manager

Author of policy and job title

Department

Approved by

Next review date

	Page	
1	Introduction	2
2	Health and Safety Policy Statement	4
3	Organisation for Health and Safety	5
4	Health and Safety Responsibilities	6
5	Health and Safety Rules	19
6	Arrangements	24
7	Risk Assessment	68
8	Monitoring of all Health and Safety	73

Paragon Asra Housing Limited (PA Housing) is committed to equality and diversity. This policy has considered the Equality Act 2010 and its protected characteristics which are: race, gender, gender reassignment, disability, religion or belief, sexual orientation, age, marriage, civil marriage and partnership, and pregnancy and maternity explicitly.

We will make sure that all of our communication is fully accessible and to achieve this if a policy or document needs to be available in other formats we will provide them.

1 Introduction

This Health and Safety manual contains our Health and Safety Policy as required by the Health and Safety at Work Act 1974 and it defines the way we manage the health and safety hazards and risks associated with our business, premises and activities.

PA Housing are committed to managing health and safety effectively to protect our employees and other persons with whom we interact because we recognise that we have not only a moral and legal duty but also that our employees are our greatest asset.

Our Health and Safety Policy Statement sets out our commitment and the objectives we aspire to in managing health and safety. It is signed by the most senior person in our organisation to demonstrate that our commitment is led from the top.

Our approach to managing health and safety will be pragmatic and proportionate and will be prioritised according to risk with the objective of maintaining continuous improvement. We accept that we cannot eliminate risk from everything we do but we can manage risk in such a way that exposure to hazards is controlled as far as is reasonably practical.

We recognise that improvement in health and safety will not happen by chance and that planning to manage using a systematic approach through risk assessment is a necessary first step and an ongoing process. In moving forwards, we will wherever possible eliminate risk through selection and design of buildings, facilities, equipment and processes. Where risks cannot be eliminated, they will be minimised by the use of physical controls or, as a last resort, through systems of work and personal protection.

2 Health and Safety policy Statement

The management of The P A Housing recognises that it has a legal duty of care towards protecting the health and safety of its employees and others who may be affected by the organisation's activities, and that managing health and safety is a business-critical function.

In order to discharge its responsibilities, the management will:

- bring this Policy Statement to the attention of all employees
- carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk
- communicate and consult with our employees on matters affecting their health and safety
- comply fully with all relevant legal requirements, codes of practice and regulations at International, National and Local levels
- eliminate risks to health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- encourage staff to identify and report hazards so that we can all contribute towards improving safety
- ensure that emergency procedures are in place at all locations for dealing with health and safety issues
- maintain our premises, provide and maintain safe plant and equipment
- only engage contractors who are able to demonstrate due regard to health & safety matters
- provide adequate resources to control the health and safety risks arising from our work activities
- provide adequate training and ensure that all employees are competent to do their tasks
- provide an organisational structure that defines the responsibilities for health and safety
- provide information, instruction and supervision for employees
- regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement.

This Health and Safety Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all employees.

Signed: 

Dated: 18/03/25

Name: Charles Ellis

Position: Executive Director of Asset Management

3 Organisation for Health and Safety

The overall responsibility for health and safety rests at the highest management level. However, it is the responsibility of every employee to co-operate in providing and maintaining a safe place of work.

This part of our policy allocates responsibilities to line managers to provide a clear understanding of individuals' areas of accountability in controlling factors that could lead to ill health, injury or loss. Managers are required to provide clear direction and accept responsibility to create a positive attitude and culture towards health and safety.

The following positions have been identified as having key responsibilities for the implementation of our health and safety arrangements:

The Board of Directors
Board Health and Safety Champion
The Chief Executive
Executive Directors
Directors
Accountable Person
Heads of Service
People Managers and Team Leaders
Fire Wardens
Employees
Contractors
Visitors

4 Health and Safety Responsibilities

Board of Directors and Board Health and Safety Champion

The Board has the ultimate responsibility for the health and safety of PA Housing Ltd but discharges this responsibility through the Chief Executive down to individual Directors, Heads of Service, Managers, Team Leaders and employees.

The Board has nominated the Health and Safety Champion to have special responsibility for health and safety.

The Board will ensure that:

- they provide a lead in developing a positive health and safety culture throughout the organisation
- all its decisions reflect its health and safety intentions
- competent advice is obtained
- adequate resources are made available for the implementation of health and safety
- they will promote the active participation of employees in improving health and safety performance
- they will review the health and safety performance of the organisation on an annual basis.

Chief Executive

The Chief Executive has overall responsibility for ensuring our compliance with Health and Safety legislation but delegates the responsibility for implementation to Directors.

The Chief Executive will ensure that:

- our Health and Safety Policy is implemented, monitored, developed, communicated effectively, reviewed and amended as required
- a health and safety plan of continuous improvement is created and senior management monitor progress against agreed targets
- suitable and sufficient funds, people, materials and equipment are provided to meet all health and safety requirements
- senior management designated with health and safety responsibilities are provided with support to enable health and safety objectives to be met
- a positive health and safety culture is promoted, and that senior management develop a proactive safety culture which will permeate into all activities undertaken and reach all personnel
- a system of communication and consultation with employees is established
- effective training programmes have been put into place
- an annual report on the safety performance of the organisation is presented to the Board.

Executive Directors

The Executive Directors are responsible to the Chief Executive for the implementation and effective management of the Health & Safety Policy and the health and safety procedures in the areas under their control. The Executive Director of Development is the lead Director for Health and Safety and takes the lead role in ensuring compliance with this Policy and the procedures, chairs the Health & Safety Committee and oversees the annual health and safety action plan.

All Executive Directors are responsible for:

- Leading, promoting, and championing health and safety in their directorate.
- Ensuring compliance with regulatory requirements.
- Appointing suitably qualified and experienced people (s) (Appointed Competent Persons) as necessary to ensure all parts of the business have access to competent H&S advice and is subject to suitable impartial monitoring and reporting.
- Ensuring all Directors, Heads of Service and all Managers in their directorate have established safe systems of work for activities under their control and that risk assessments are carried out and are reviewed.
- Receiving and reviewing regular health and safety performance reports (at least annually).
- Fostering a culture of safety and considering health and safety in planning and decision making.
- Will ensure that employees are adequately trained to perform their role in a safe manner.
- Will maintain a broad understanding of relevant Health and Safety legislation and related policies and procedures.

Directors

All Directors, individually and collectively, are responsible for health and safety procedures in the areas under their control. The Director of Compliance, Property Services, Building & Construction, Asset Management, Neighbourhoods & Customer Contact, Income Services & Home Moves and Director of People have additional responsibilities described below:

Director of Compliance: Is responsible for leading on the management of risk in our portfolio including, but not limited to the testing, inspecting and servicing of fire risk and fire safety systems, fire equipment and fire doors, asbestos, Legionella, electrical safety, lifting equipment, gates and barriers, and servicing.

Director of Property Services: Is responsible for maintaining residents' safety concerning all repairs service operations, gas safety, pressure safety systems, and that all PA Housing's directly employed operatives carry out the work in ways which are cognisant of health, safety and wellbeing to themselves, our residents and anyone else impacted by their activities.

Director of Building & Construction: Is the lead for construction safety in relation to all Development operations and activity.

Director of Asset Management: Is responsible for leading on safety in relation to Asset Management operations and activities including damp, mould, and disrepair.

Director of Neighborhoods & Customer Contact: Is responsible for leading on maintaining health and safety in housing management service operations of Neighborhoods, supported housing, leasehold services, extra care, and specialist housing, estate management and playgrounds.

Director of Income Services and Home Moves: Is responsible for leading on maintaining health and safety in housing management services operations of Income Services, including income collection, anti-social behavior, home moves & lettings, tenancy management. All Executive Directors are responsible for:

Director of People: Is responsible for:

- Monitoring health and safety matters within PA office premises and taking corrective action in a timely manner when issues arise which may impact on the health and safety and welfare of employees and visitors.
- Will ensure that the Staff Committee and appointed health and safety representatives are kept fully informed of any issues relating to health and safety.
- Ensuring the Health & Safety (Wellbeing Lead):
 - conducts regular risk assessments for the office portfolio and guides and supports managers in completing risk assessments for specific work activities.
 - Ensure employees are guided in the DSE workstation assessment and where appropriate arranges for the purchase of necessary equipment.
 - Will ensure that incidents, accidents involving employees or visitors are adequately investigated and where necessary that the
 - appropriate enforcing authority is informed. In addition to ensuring that lessons learned are embedded to prevent recurrence.
 - Will act on health and safety issues to ensure maintenance of a safe and healthy working environment.

- Will consult with the Facilities Team to ensure that health and safety management of office buildings, including contractor work, is conducted to comply with all relevant regulations.
- Working with the Facilities Manager ensures that there are adequate fire evacuation procedures in place and adequate first aid provisions are accessible within each office.
- Working with the Head of Health & Safety will develop a health and safety training matrix, identifying mandatory and recommended training needs.

Accountable Person – Building Safety Act 2022

Following the Grenfell Tragedy there is a requirement for a more stringent building regime for certain high-risk buildings in which residents reside. Within this framework is the requirement to have an Accountable Person who has a legal responsibility for assessing and managing fire and structural risks on an ongoing basis so buildings can be safely occupied. An Accountable Person is an organisation or individual who owns or has a legal obligation to repair any common parts of the building.

The Accountable Person is PA, and our Principal Accountable Person (PAP) is the Executive Director of Assets. The PAP is the single point of contact for the Building Safety Regulator.

PAs legal duties are to:

- Manage the structural and fire safety risks in HRBs.
- Put measures in place to prevent building safety risks happening and reduce the severity of any incident that does happen
- Report certain fire and structural safety issues or incidents
- Engage with residents about the building's safety and carry out duties relating to the Asset Management Enabling Strategy
- Keep, update, and provide information about the building for the building's safety case
- Transfer building safety information to any incoming AP
- Notify the Building Safety Regulator if there's a change to an AP

Heads of Service

The Heads of Service, individually and collectively are responsible for:

- Ensuring that health and safety is embedded in their business planning and day-to-day operations.
- Ensuring that all their employees adequately manage the health and safety aspects of the work under their control.
- Ensuring that managers, for whom they are responsible, fulfill their responsibilities listed in the section entitled People Managers and Team Leaders, on page 16.
- Ensuring that health and safety performance is regarded as an integral management function throughout their business area.
- Ensuring that the health and safety training needs for all their employees are assessed and fulfilled.
- Ensuring that all necessary health and safety risk assessments are conducted within their department or operations and safe systems of work are implemented.
- Implementing and monitoring any identified health and safety risk management control measures within their designated area and scope of responsibility.
- Ensuring that any accidents, incidents or near misses are reported and investigated and that appropriate remedial action is taken.

Head of Health and Safety

The Head of Health and Safety supported by Third Party Advisors, is the primary source of health and safety advice for PA and has been appointed as the competent person to assist PA to carry out the necessary measures to comply with the statutory provisions as required under Regulation 7 of the Management of Health and Safety at Work Regulations 1999. Responsibilities specifically include:

- Providing competent advice to the Board, Chief Executive, the Executive Directors, Directors, Heads of Service, people managers and employees on all health and safety matters including regulatory compliance.
- Developing, maintaining, monitoring, and reviewing the business safety management systems and associated policy, procedures, and guidance.
- Developing and maintain recording systems for accident, and near miss incidents.
- Working with the Health & Safety (Wellbeing Lead) develop a health and safety training matrix, identifying mandatory and recommended training needs, and work with the L&D Team to source appropriate external provision or develop and deliver internal learning resources.
- Working with the Director of Technology maintain the lone worker risk management system.
- Produce management information as required.
- Produce the papers for the Health & Safety Committee.
- Liaising with partners, external agencies and regulatory bodies including local authorities, emergency services and the Health and Safety Executive.
- Assist with all levels of accident and near miss investigations alongside the Health and Safety (Wellbeing lead).
- Assisting with the procurement of contracts to ensure contractors' health and safety arrangements are satisfactory.
- Assisting and advising on risk assessments.
- Developing a programme for ensuring regular workplace inspections and audits are carried out.
- Adequate arrangements for fire and first aid are established

People Managers and Team Leaders

People, managers, and supervisors have particular and important responsibilities for the health and safety of their employees. They may be managing a range of people, whether full-time or part-time, permanent, or temporary employees, agency workers, contractors, apprentices, or young people on work experience placements.

They will ensure that:

- They are conversant with PAs Health and Safety policy and procedures.
- issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented
- Work equipment is maintained in a safe condition
- personal protective equipment is provided, staff instructed in its use and that records are kept
- health and safety notices are displayed
- they encourage staff to report hazards and raise health and safety concerns
- They have carried out risk assessments for workplace activities that are not covered by the main office and colleague risk assessments in conjunction with the health and safety officer.
- Will ensure that their employees are competent for their role, and have adequate information, instruction, training, and equipment to enable them to undertake their work activities.
- They investigate accidents or incidents and revise risk assessments, where necessary.
- Will ensure that risks to members of the public are minimized, and that their area of responsibility maintains a safe environment.
- Suitable measures are in place to manage risks.
- Their staff attend health and safety courses, and complete health and safety e-learning activities as required.
- They consult with their staff and communicate health and safety messages and information to their staff.
- They communicate and coordinate with the Health and Safety team on health and safety workplace matters, and the Health and Safety (Wellbeing) Lead on workplace welfare matters.
- Will ensure that a risk assessment occurs to assess the duties of any expectant mother within their team, support can be provided by the Health and Safety (Wellbeing) Lead.
- Will ensure that a risk assessment occurs to assess the duties of any young person within their team (if under the age of 18) e.g., those working as an apprentice or those on work experience.
- Will ensure that reasonable adjustments are in place to ensure the safe evacuation procedure for a disabled employee if any special needs have been raised.
- They consult with their staff and communicate health and safety messages and information to their employees.

Managers must ensure that health and safety policies and procedures are implemented in the areas for which they are responsible. Managers have a duty of care and responsibility for the health, safety, and welfare of people whom they manage and must ensure that hazards are identified, risks are assessed and appropriately managed.

Managers can contribute to preventing work-related injury and ill health by involving their employees in the risk assessment process, by encouraging and facilitating discussion on work tasks and processes and by holding team meetings, and one to ones where health and safety is on the agenda.

Fire Wardens

Fire Wardens will ensure that in their designated area of responsibility they:

- monitor the general fire safety of the area that they have been allocated to
- check corridors and walkways to ensure combustible materials are not stored there
- monitor escape routes to see they are kept free of obstructions
- check that fire doors are not tied, propped or wedged open
- check that final exit doors are not obstructed
- check that extinguishers are where they should be, and no obvious misuse or defect has occurred.

When the fire alarm sounds, Fire Wardens must:

- without putting themselves at risk, sweep through their allocated area and verbally encourage staff to leave via the nearest fire escape route. Fire Wardens should aim to finish their sweep at a fire exit and should not delay their own escape unduly
- check all accessible rooms including toilets and offices to make sure staff have evacuated the area or in case someone is waiting for assistance to evacuate. If there are signs of fire in a room (e.g. smoke coming out around the door), they should note the fact but should not enter or open the door
- if there is no immediate danger, ensure that all windows and doors are closed en-route to the fire exit
- report to the senior manager at the fire assembly point to report any signs of fire in their area, to report if anyone is at risk and to advise if their area is clear
- take part in any post-alarm de-briefing to identify any shortcomings in the fire evacuation procedures.

Fire Wardens are not expected to unnecessarily delay their own exit from the building or to jeopardize their own safety at any time. Fire Marshals are not expected to fight a fire or to use a fire extinguisher except to aid their own escape. However, if the fire is in their area of responsibility and they are trained and competent to do so, Fire Wardens may attempt to tackle a small fire if it is safe to do so and using the appropriate extinguisher.

Employees

All employees must:

- take reasonable care of their own safety
- take reasonable care of the safety of others affected by their actions
- observe the safety rules
- comply with the Health and Safety Policy
- conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- dress sensibly and safely for their particular working environment or occupation
- conduct themselves in an orderly manner in the workplace and refrain from any antics or pranks
- use all equipment, safety equipment, devices and protective clothing as directed
- avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others
- maintain all equipment in good condition and report defects to their supervisor
- report any safety hazard or malfunction of any item of plant or equipment to their supervisor
- report all accidents to their supervisor whether an injury is sustained or not
- attend as requested any health and safety training course
- observe all laid down procedures for processes, materials and substances used
- observe the fire evacuation procedure and the position of all fire equipment and fire exit routes.
- to familiarise themselves with guidelines regarding safe working practices and any other information distributed concerning safety matters
- to complete a DSE assessment on joining and every time there is a change in circumstances
- to notify their line manager or supervisor and the Health & Safety team of any activities, work conditions, work practices, machinery or equipment which are hazardous and uncontrolled
- To ensure that visitors to any of Pa's offices are made fully aware of all arrangements for health and safety that apply to them, including the location of assembly points
- To discuss any reasonable adjustments that are required where their health condition or impairment could affect their ability to evacuate any of PA offices safely. Any employee who has a disability, medical condition or a temporary injury that may affect their ability to leave the building safely in the event of an emergency may need a Personal Emergency Evaluation Plan (PEEP). It is the responsibility of the employee to contact the health & Safety (Wellbeing) Lead to request a PEEP
- Expectant mothers should liaise with their line manager as soon as possible to discuss their health and safety at work, reasonable adjustments will be made where necessary following a risk assessment

Contractors

All contractors must:

- take reasonable care of their own safety
- take reasonable care of the safety of others affected by their actions
- observe the safety rules
- submit their health and safety policy and relevant risk assessments to us for approval
- comply with and accept our health and safety policy, if they do not have one
- conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- dress sensibly and safely for their particular working environment or occupation
- conduct themselves in an orderly manner in the workplace and refrain from any antics or pranks
- use all equipment, safety equipment, devices and protective clothing as directed
- avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others
- maintain all equipment in good condition and report defects to their supervisor
- report any safety hazard or malfunction of any item of plant or equipment to their supervisor
- report all incidents to their supervisor and to us whether an injury is sustained or not
- attend as requested any health and safety training course
- observe all laid down procedures for processes, materials and substances used
- observe the fire evacuation procedure and the position of all fire equipment and fire exit routes.
- When appointing sub-contractors (with prior approval) to carry out all or part of the work, confirm the subcontractor's competence and ensure that the subcontractor complies with the same standards of work and requirements of the risk assessment and method statement documentation and any safe system of work.

Visitors

Visitors to any of the PA Housing Officers should ensure that they take reasonable care of their own and others' health and safety and comply with reasonable instructions, policies and procedures given by the organisation. On arrival, all visitors, including contractors and/or their workers, must sign a record of the date and time of their arrival, and before leaving should further record their time of departure.

Contractors working in either Bede Island or Case House should report any concerns relating to their own safety or suspected unsafe working practices to the Duty Manager who will consult with the Head of Health and Safety to ensure they are appropriately investigated.

5 Health and Safety Rules

This section of our Health and Safety Policy specifies the rules laid down for the attention of all employees. These rules are prepared in accordance with legal requirements and acknowledged safe working practices. In addition to the legal duty imposed upon employees to comply with these rules, failure to observe them will be considered to be a breach of the contract of employment and will result in disciplinary action being taken.

Employees are reminded that a breach of health and safety legislation by an employee is a criminal offence and action taken by an Enforcing Officer against an individual may result in heavy penalties.

Safety rules may vary depending upon the nature of work and the circumstances therefore the overriding requirement is that employees are expected to act in a sensible manner and adhere to verbal instructions given by Management.

General

- It is the duty of all employees to co-operate with management in fulfilling our legal obligations in relation to health and safety.
- Employees must not intentionally or recklessly interfere with anything provided in the interests of health, safety or welfare.
- Employees are required to notify to management of any unsafe activity, item or situation.

Working Practices

- Employees must not operate any item of plant or equipment unless they have been trained and authorised.
- Employees must make full and proper use of all equipment guarding.
- Employees must not clean any moving item of plant or equipment.
- Employees under the age of 18 years must not operate any item of plant or equipment unless they have received sufficient training or are under adequate supervision.
- Employees must not make any repairs or carry out maintenance work of any description unless authorised to do so.
- Employees must use all substances, chemicals, liquids etc, in accordance with all written instructions.
- Employees must not smoke except in prescribed areas.
- Employees must obey site safety and health and safety rules imposed by third parties when visiting building sites, or other organisation's offices.

Hazard / Warning Signs and Notices

- Employees must comply with all hazard/warning signs and notices displayed on the premises.

Working Conditions / Environment

- Employees must make proper use of all equipment and facilities provided to control working conditions/ environment.

- Employees must keep stairways, passageways and work areas clear and in a clean and tidy condition.
- Employees must dispose of all rubbish, scrap and waste materials within the working area, using the facilities provided.
- Employees must clear up any spillage or liquids within the work area in the prescribed manner.
- Employees must deposit all waste materials and substances at the correct disposal points and in the prescribed manner.

Protective Clothing and Equipment

- Employees must use all items of protective clothing/equipment provided as instructed.
- Employees must store and maintain protective clothing/equipment in the approved manner.
- Employees must report any damage, loss, fault or unsuitability of protective clothing/equipment to their supervisor.
- Employees must use a lone worker device when visiting properties alone.

Fire Precautions

- Employees must comply with all laid down emergency procedures.
- Employees must not obstruct any fire escape route, fire equipment or fire doors.
- Employees must not misuse any firefighting equipment provided.
- Employees must report any use of firefighting equipment to their supervisor.

Accidents

- Employees must seek medical treatment for work related injuries they receive by contacting a designated first aider. Upon returning from treatment, they must report the incident to their supervisor.
- Employees must ensure that any accident, injury treatment or occurrence is properly recorded in the Accident Form on Unity.
- Employees must notify management of any incident in which damage is caused to property.

Health

- Employees must report to management any medical condition or medication which could affect the safety of themselves or others.
- Employees must co-operate with the management on the implementation of the medical and occupational health provisions.

Employer's Transport

- Employees must carry out prescribed checks of organisation vehicles prior to use and in conjunction with the laid down checking procedure.

- Employees must not drive or operate any vehicles for which they do not hold the appropriate driving licence or permit.
- Employees must not carry unauthorised passengers or unauthorised loads.
- Employees must not use vehicles for unauthorised purposes.
- Employees must not load vehicles above the stated capacity.
- Employees must not drive or operate vehicles whilst suffering from a medical condition or illness that may affect their driving or operating ability.

Site Safety Rules

- All employees visiting or on site must ensure they are aware of, and comply with, the site Safety Regulations including the emergency evacuation procedures as laid down by the Principal Contractor for the site.
- All employees must attend the site induction programme before entering the site.
- All employees must ensure they are aware of the fire prevention measures for the site including the procedure for reporting fires, as designated by the Principal Contractor.
- Employees must ensure they are aware of the first aid facilities available on site and the location of the Accident Book which must be used to report an accident in addition to our own Accident Book.
- Employees must inform their supervisor/manager when going to site, for what purpose, and when expected back.
- If required by works rules, employees must sign in at the contractors' site office or obtain a 'permit to work' or a 'clearance to work'.
- Employees must use the personal protective equipment provided.
- Proper routes and gangways must be used at all times. Avoid short cuts.
- Employees must wear safety footwear, high visibility clothing and hard hat as directed or as required by the Principal Contractor.
- Employees must observe and obey all safety signs.

Rules Covering Gross Misconduct

An employee will be liable to summary dismissal if they are found to have acted in any of the following ways:

- A serious or wilful breach of Safety Rules.
- Unauthorised removal or interference with any guard or protective device.
- Unauthorised operation of any item of plant or equipment.
- Unauthorised removal of any item of first aid equipment.
- Wilful damage to, misuse of or interference with any item provided in the interests of Health and Safety or welfare at work.
- Unauthorised removal or defacing of any label, sign or warning device.
- Horseplay or practical jokes which could cause accidents.
- Making false statements or in any way deliberately interfering with evidence following an accident or dangerous occurrence.
- Misuse of any item of equipment, utensil, fitting/ fixture, vehicle or electrical equipment.
- Deliberately disobeying an authorised instruction.

6 Arrangements

Accident, Incident and Ill-Health Recording, Reporting and Investigation

This policy sets out the procedures that are to be followed when any employee, visitor or contractor has an accident, near miss or dangerous occurrence on the organisation's premises during the course of their employment.

This will also apply to visitors who are members of the public and are therefore not at work. In addition, employees who develop a work-related illness must also report via these procedures.

Definitions:

An **accident** is an unplanned event that causes injury to persons, damage to property or a combination of both.

A **near miss** is an unplanned event that does not cause injury or damage but could do so.

A **work-related illness** is a prescribed illness that is obtained by an employee through the course of work or from a non-employee as a result of activities carried out by the organisation.

Accident

All accidents resulting in personal injury must be recorded on the Accident Form.

The Accident Forms will comply with the requirements of the Data Protection Act.

The Accident Form will be reviewed regularly by senior management to ascertain the nature of incidents that have occurred in the workplace. This review will be in addition to any investigation of the circumstances surrounding each incident.

All near misses must also be reported to management as soon as possible so that action can be taken to investigate the causes and to prevent recurrence.

Employees must ensure that they are aware of the location of the accident form.

Reporting Requirements

Certain accidents causing injury, both fatal and non-fatal, certain occupational diseases and certain dangerous occurrences are reportable to the Enforcing Authority under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

The following events must be reported to the Health and Safety Executive:

- A death
- A specified injury to an employee as detailed in regulation 4
- An injury to a non-employee where that person is taken directly to hospital for treatment as a result of their injury
- Any dangerous occurrence
- Any employee diagnosed by a qualified medical practitioner as suffering from a disease specified in the Regulations
- Any employee diagnosed with a cancer caused by work-related exposure to a known carcinogen or mutagen.

Injuries that lead to a worker being incapacitated for **more than seven consecutive days** as the result of an occupational accident or injury (not counting the day of the accident but including weekends and rest days) must also be reported within 15 working days using the Health and Safety Executive (HSE) website.

You **must** also keep a record of an accident if the worker has been incapacitated for **more than three consecutive days**. If you are an employer, who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record can be treated as a record for the purposes of RIDDOR.

Contact details for the Health and Safety Executive are:

Tel: 0345 300 9923 (Monday to Friday 8:30am to 5:00pm)

Website: www.hse.gov.uk

The completed report form sent back by the HSE should be kept with the other accident records and documents; this will confirm the notification has been made.

Accident report, completed notification form and investigation notes, witness statements and photographs are to be kept on file to advise the insurers of a potential claim and to present to the Enforcing Authority in the event of an investigation.

Records are to be kept for 3 years from the date of the incident.

Investigation

All injury related accidents that are either notified to the Enforcing Authority or where a serious injury has occurred will be investigated:

- to ensure that all necessary information in respect of the accident or incident is collated
- to understand the sequence of events that led to the accident or incident
- to identify the unsafe acts and conditions that contributed to the cause of the accident or incident
- to identify the underlying causes that may have contributed to the accident or incident
- to ensure that effective remedial actions are taken to prevent any recurrence
- to enable a full and comprehensive report of the accident or incident to be prepared and circulated to all interested parties
- to enable all statutory requirements to be adhered to.

The investigation will include obtaining signed witness statements, photographs and drawings as appropriate.

Asbestos

The organisation will protect employees and other persons potentially exposed to asbestos as far as is reasonably practicable. Everyone who needs to know about the presence of asbestos will be alerted. No one will be allowed to start any work that could disturb asbestos unless the correct procedures are to be employed.

This will be achieved by minimising exposure through:

- the management of asbestos-containing materials in the workplace premises by
 - **Assessment** - The premises will be surveyed to determine whether asbestos-containing materials are present. It will be presumed that materials contain asbestos unless there is strong evidence to the contrary.
 - The amount and condition of the asbestos-containing material will be assessed, and measures will be identified to ensure that airborne asbestos fibres are not present or formed in the workplace.
 - **A Written Plan** - A written plan or register that sets out the location of the asbestos-containing material and how the risk from this material will be managed will be prepared and steps will be taken to put the plan into action. The plan or register will be made available, and the arrangements will be reviewed at regular intervals or when there has been a significant change to the organisation or personnel.
 - **Access to Asbestos-containing Materials** - Access to asbestos-containing materials in the premises will be controlled so as to prevent inadvertent disturbance of the material and the release of asbestos fibres. Systems will be put in place to ensure that anyone liable to disturb asbestos-containing materials is made aware of their location.
 - **Monitoring and Maintenance** - The condition of all asbestos-containing materials or materials suspected of containing asbestos will be inspected at agreed intervals to ascertain that there has been no damage or deterioration. Where damage or deterioration is found the asbestos-containing material will be reassessed and repaired or removed as appropriate.

Asbestos-related Emergencies

Procedures to deal with asbestos-related incidents will be in place (including the provision of information and warning systems) unless there is only a slight risk to the health of employees.

Arrangements for Controlling Work on Asbestos

Any work on, or removal of, asbestos-containing materials will be controlled to ensure that adequate precautions are taken to prevent the release of asbestos fibres.

Work with asbestos and asbestos-containing materials is to be carried out by a licensed contractor (licensed by the HSE) unless the work is exempted from the requirement for licensing.

Selection and Control of Contractors to Work on Asbestos-containing Materials

When contractors are engaged to work on the premises, adequate steps will be taken to ensure the contractors are competent and have sufficient skills and knowledge to do the job safely and without risks to health.

Only contractors licensed by the HSE will be used for the removal of asbestos-containing materials, unless the work involves the removal of materials in which:

- asbestos fibres are firmly linked in a matrix
- the exposure during the removal process is likely to be sporadic or of low intensity.

Contractors hired to carry out building or allied trade work that will involve minor work with asbestos must comply with the Control of Asbestos Regulations.

Procedures for Dealing with Health and Safety Issues

Where an employee raises a health and safety problem related to work with asbestos, the organisation will:

- take all necessary steps to investigate the circumstances
- take corrective measures where appropriate
- advise the employee of actions taken.

Where a problem arises relating to the condition of, or during work on, asbestos-containing material, the employee must:

- inform a responsible person immediately, usually a supervisor or manager, or Head of Health and Safety.
- in the case of an accident or emergency, respond quickly to ensure effective treatment

Communication and Consultation

It is a legal requirement for the organisation to establish arrangements to communicate and consult with employees on issues affecting their health and safety and to take account of their views.

To achieve this objective, we will:

- establish effective lines of communication
- involve and consult with employees through:
 - individual conversations
 - notice boards
 - internal publications
 - staff meetings
 - health and safety meetings.
- display the 'Health and Safety Law – What You Need to Know' poster
- consult with employees when changes to processes, equipment, work methods etc. are to be introduced that may affect their health and safety.

Where it is not practical to consult with all employees directly and it would be more appropriate to communicate and consult through employee representatives, we will arrange for representatives of employee safety to be elected.

The organisation will allow all representatives an appropriate amount of time away from their normal duties to complete their duties as representatives. We will not hinder representatives in the execution of their normal functions as defined by law.

Key contacts

Head of Health and Safety.

Post is currently vacant and being actively recruited.

Executive Director of Development

Suzannah Taylor

Suzannah.Taylor@pahousing.co.uk

07580 788189

Executive Director of Assets

Charles Ellis

Charles.ellis@pahousing.co.uk

07951 479924

Director of People

Emma Macnish

Emma.macnish@pahousing.co.uk

07717428516

Confined Spaces

The organisation will take all reasonable steps to secure the health and safety of employees and/or contractors, who are required to enter into confined spaces.

A confined space is a place which is substantially enclosed (though not always entirely), and where serious injury can occur from hazardous substances or conditions within the space or nearby (e.g. lack of oxygen).

The organisation will:

- prevent unauthorised access to confined spaces
- provide a nominated competent person(s) to carry out risk assessments when entry into confined spaces is planned
- maintain a documented safe system of work and permit-to-work system, which must be used whenever entry into confined spaces is required
- implement and maintain appropriate and documented procedures for the rescue of workers from confined spaces in the event of an emergency
- when entry into confined spaces is required for employees
 - I maintain sufficient serviceable sets of appropriate breathing apparatus or respiratory protective equipment and other safety equipment to ensure safe entry where there is danger from gases, fumes, vapours, etc or where there could be a deficiency of oxygen
 - II. provide training in the use of breathing apparatus or other safety equipment for those employees who may be required to use such equipment when working in confined spaces
- when entry into confined spaces by contractors and sub-contractors (including the self-employed) is required
 - I ensure that protective equipment and other safety equipment is used, so as to allow safe entry into confined spaces where there is danger from gases, fumes, vapours, etc or where there is a deficiency of oxygen
 - II ensure that users of such equipment have received adequate training in their use.

Supervisors authorised to issue permits to work in confined spaces are responsible for the correct implementation of the safety arrangements of the system.

All those involved in working in confined spaces are responsible for their own duties in relation to the Permit to Work and for ensuring that their activities do not harm the health and safety of others.

Information and Training

The organisation will provide sufficient information, instruction and training as is necessary to ensure the health and safety of workers who are required to enter into confined spaces.

Managers and supervisors who are responsible for workers required to enter confined spaces will also be given appropriate training.

Contractors

When working on our premises it is considered that contractors are joint occupiers for that period and therefore, we have both joint liabilities in “common areas”. In order to meet our legal obligations with regard to contractors we will ensure that prior to engaging any contractor they are competent and that any works are carried out safely.

The following factors will be considered as part of our procedures for vetting contractors:

- sight of the contractor’s own safety policy, risk assessments, method statements, permits to work, etc as applicable
- clarification of the responsibility for provision of first aid and fire extinguishing equipment
- details of articles and hazardous substances intended to be brought to site, including any arrangements for safe transportation, handling, use, storage and disposal
- details of plant and equipment to be brought onto site, including arrangements for storage, use, maintenance and inspection
- clarification for supervision and regular communication during work including arrangements for reporting problems or stopping work in cases where there is a serious risk of personal injury
- confirmation that all workers are suitably qualified and competent for the work (including a requirement for sight of evidence where relevant)
- evidence showing that appropriate Employers and Public Liability Insurance is in place.

Clearly, it will not be necessary to go to such elaborate lengths if the contract is very short and will not create hazards of any significance. The complexity of the arrangements will be directly proportional to the risks and consequences of failure.

Similarly, we have a parallel duty to the contractor and must ensure that the contractor is not put at risk by our own activities for the duration of the contract.

We will stop contractors working immediately if their work appears unsafe. Staff should report any concerns to a manager immediately.

Construction work and the Construction (Design and Management) Regulations 2015

Where any construction work is carried out, to fulfil our legal duties as a “client” under the Construction (Design and Management) Regulations 2015 we will:

- make suitable arrangements for the management of the project and review those arrangements throughout the project to ensure that they are still relevant
- ensure that all duty holders that we appoint have the necessary skills, knowledge, training and experience to carry out their roles safely.
- appoint in writing the Principal Designer and Principal Contractor sufficiently early in the project to allow them to carry out their duties properly.
- notify the HSE in writing for projects that require it
- ensure that relevant pre-construction information is passed to all designers and contractors
- ensure that the Principal Designer and Principal Contractor carry out their duties

- ensure that adequate welfare facilities are provided for the contractors
- ensure that no construction commences until an adequate health and safety plan and construction phase plan covering the work has been prepared
- ensure that any health and safety file passed to us is kept securely and readily available for inspection by anyone who requires it to fulfil their legal duties, and, if we choose to dispose of the building, to pass the file to any person or organisation who acquires the building.
- cooperate fully with all other duty holders and provide all relevant information and instruction promptly and clearly.

Disabled Persons

The organisation will give full and proper consideration to the needs of disabled employees and visitors.

To achieve this, the organisation will:

- treat all disabled employees and visitors with respect and dignity, both in the provision of a safe working environment and in equal access to the organisation's facilities
- ensure that risk assessments are undertaken of the special needs of the disabled and carry out reasonable adjustments to the premises and/or employment arrangements
- encourage employees with special needs to suggest any premises or task improvements to their line managers
- discipline any employees found treating their disabled colleagues with less than the expected standards of respect and dignity
- in an emergency evacuation, ensure suitable plans are in place which will assist disabled people to leave the premises swiftly.

Display Screen Equipment

All reasonable steps will be taken by the organisation to secure the health and safety of employees who work with display screen equipment.

To achieve this objective the organisation will:

- carry out an assessment of each user's workstation in line with our DSE policy.
- implement necessary measures to remedy any risks found as a result of the assessment
- provide adequate information and training to persons working with display screen equipment
- endeavour to incorporate changes of task within the working day, to prevent intensive periods of on-screen activity
- review software to ensure that it is suitable for the task and is not unnecessarily complicated
- arrange for the provision of free eye tests when requested, at regular intervals thereafter and where a visual problem is experienced
- advise existing employees, and all persons applying for work with display screen equipment, of the risks to health and how these are to be avoided
- investigate any discomfort or ill-health believed to be associated with the use of display screen equipment and take appropriate remedial action
- make special arrangements for individuals with health conditions that could be adversely affected by working with display screen equipment.

Employees must:

- comply with the instructions and training given regarding safe workstation set-up and use, including the need for regular changes of activity or breaks and the use of the equipment provided
- inform their departmental supervisor/line manager of any disability or health condition which may affect their ability to work using display screen equipment or be affected by working with DSE (this information will be treated confidentially)
- report to their departmental supervisor/line manager any discomfort or health concern believed to be associated with the use of DSE (this information will be treated confidentially).

Driving for Work

Driving is an integral part to some roles within the organisation and as such requires driving on organisation business. Driving has inherent risks associated with it which drivers should be made aware of.

The organisation is committed to reducing the risks its staff face or create when driving at work and therefore will:

- not put unreasonable time constraints on travel
- ensure those driving for business are competent (and where required, authorised) and fit
- provide any additional training that may be deemed necessary to reduce driving related occupational risks
- provide sufficient information and guidance on the additional occupational risks involved in driving
- require drivers to annually submit copies of their insurance, the MOT certificate or evidence of the MOT exemption for their vehicle and their current driving licence.

When providing organisation vehicles the organisation will:

- maintain them to the required legal standard and ensure they are suitable for their purpose
- provide and maintain additional tools and equipment necessary for the purposes of the journey
- provide them with regard to safety and the environment i.e. higher ENCAP ratings, lower emissions, better fuel consumption
- provide access to breakdown support and recovery
- provide no smoking signs for inside the vehicle.

Implementation

The organisation asks its entire staff to play their part, whether they use an organisation vehicle, their own or a hire vehicle.

Drivers

Drivers will remain responsible for their safety and others and must comply with the Highway Code and Road Traffic Act.

It is the responsibility of drivers to inform their manager of:

- anything that could affect their driving e.g. health conditions or injuries, use of prescribed medication
- changes to licence such as limitations, offences recorded, period bans
- vehicle defects that affect ability / safety to drive
- any accidents / incidents that occurred whilst driving on behalf of the organisation.

Before driving, drivers must

- review the need to travel
- have a valid licence for the vehicle they are driving and for any overseas travel if required
- ensure valid insurance for business use
- carry out a pre-use vehicle check
- allow sufficient time to drive allowing for traffic, poor weather and rest breaks
- ensure sufficient rest
- be physically fit, with zero alcohol level and not under the influence of drugs that may affect the ability to drive
- adjust their driving position, head restraints and mirrors to ensure maximum comfort and safety.

Whilst driving, drivers must

- drive in accordance with the applicable law and with consideration for the safety of passengers and other road users
- take regular rest breaks every 2-3 hours or at first signs of tiredness
- remain in control of the vehicle at all times
- not smoke in an organisation vehicle
- only use hands free electronic devices e.g. mobile phone, satellite navigation, mp3 player, when safely set up to do so i.e. using an appropriate hands-free device

Managers

Managers should ensure that the driving policy is brought to the attention of drivers, and they will:

- lead by example, both in the way they drive and by not tolerating poor driving practices amongst colleagues
- challenge unsafe attitudes and behaviours and encourage staff to drive safely
- monitor compliance with the driving policy at team meetings, staff appraisals and periodic checks

Drugs and Alcohol

Alcohol

Employees must not drink alcohol on the organisation's premises or the premises of its customers or clients without express permission from a senior manager or director.

Any employee who is found consuming alcohol on the organisation's premises or the premises of its customers and clients without permission or is found to be intoxicated at work will normally face disciplinary action on the ground of gross misconduct under the organisation's disciplinary procedure.

Drugs and medication

The possession, use or distribution of drugs for non-medical purposes on the organisation's premises is strictly forbidden and a gross misconduct offence.

If you are prescribed drugs by your doctor which may affect your ability to perform your work, you should discuss the problem with your manager or supervisor.

Reasonable Grounds

The organisation reserves the right to search you or any of your property held on organisation premises at any time if there are reasonable grounds to believe that this policy is being or has been infringed or for any other reason. If you refuse to comply with these search procedures, your refusal will normally be treated as gross misconduct.

The organisation reserves the right to inform the police of any suspicions it may have with regard to the use of controlled drugs by its employees on the organisation's premises.

Electricity

All reasonable steps will be taken to secure the health and safety of employees who use, operate or maintain electrical equipment.

To ensure this objective the organisation will:

- ensure electrical installations and equipment are installed in accordance with the Wiring Regulations (BS 7671) published by the Institution of Engineering and Technology (IET)
- maintain the fixed installation in a safe condition by carrying out routine safety tests
- inspect and test portable and transportable equipment as often as required to ensure safety
- promote and implement a safe system of work for maintenance, inspection and testing
- forbid live working unless absolutely necessary, in which case a permit to work system must be used
- ensure employees who carry out electrical work are competent to do so
- maintain detailed records.

Employees must:

- visually check electrical equipment for damage before use
- report any defects found to their line manager/supervisor
- not use defective electrical equipment
- not carry out any repair to any electrical item unless qualified to do so
- switch off non-essential equipment from the mains when left unattended for long periods
- not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage.

Environment

All reasonable steps will be taken to protect the environment. In order to discharge its responsibilities, the management will:

- comply fully with all relevant legal requirements, codes of practice and regulations
- prevent pollution to land, air and water
- reduce water and energy use
- minimise waste and increase recycling within the framework of our waste management procedures
- identify and manage environmental risks and hazards
- involve customers, partners, clients, suppliers and subcontractors in the implementation of our objectives
- promote environmentally responsible purchasing
- provide suitable training to enable employees to deal with their specific areas of environmental control
- improve the environmental efficiency of our transport and travel
- establish targets to measure the continuous improvement in our environmental performance
- eliminate risks to the environment through selection and design of buildings, facilities, equipment and processes. Where risks cannot be eliminated, they will be minimised by the use of physical controls or, as a last resort, through systems of work and personal protection
- only engage contractors who are able to demonstrate due regard to environmental matters

Fire

All reasonable steps will be taken to prevent a fire occurring. In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

In order to prevent fire and to minimise the likelihood of injury in the event of a fire the organisation will:

- assess the risk from fire at our premises and implement appropriate control measures
- ensure good housekeeping standards are maintained to minimise the risk of fire
- provide and maintain safe means of escape from the premises
- develop a fire evacuation procedure for all buildings
- provide and maintain appropriate fire-fighting equipment
- regularly stage fire evacuation drills, inspect the means of escape and test and inspect fire-fighting equipment, emergency lighting and any fire warning systems
- provide adequate fire safety training to employees, plus specialist training to those with special responsibilities
- make arrangements for the safe evacuation of deaf or otherwise disabled persons
- make arrangements for ensuring all visitors are made aware of the fire evacuation procedures
- display fire action notices
- keep fire safety records.

The organisation does not require persons to attempt to extinguish a fire.

Immediate evacuation of the building must take place as soon as the evacuate signal is given. All occupants, on evacuation, should report to the pre-determined assembly points.

Re-entry of the building is strictly prohibited until the fire brigade officer, or a senior person present declares it is safe to do so.

Employees are encouraged to report any concerns regarding fire procedures so the organisation can investigate and take remedial action if necessary.

First Aid

The organisation is committed to providing sufficient provision for first aid to deal with accidents and injuries that arise at work.

To achieve this objective the organisation will:

1. appoint and train a suitable number of first aid personnel to cover all work patterns
2. display first aid notices with details of first aid provision
3. provide and maintain suitable and sufficient first aid facilities including first aid boxes
4. provide any additional first aid training that may be required to deal with specific first aid hazards.

The minimum first aid provision at all sites is an adequately stocked first aid box and an Appointed Person to take charge of the first aid arrangements.

Appointed Person

The Appointed Person duties include:

- taking charge when someone falls ill or is injured, including calling an ambulance if required
- looking after and maintaining the first aid box and contents.

The Appointed Person will not be required to provide treatment for which they have not been trained.

First Aiders

First aiders are qualified personnel who have received training and passed an examination in accordance with HSE requirements.

The numbers of first aid personnel at each location will be determined by individual circumstances, the level of risk and in line with current government guidance.

First aid personnel will be provided with refresher training at regular intervals to keep their skills up to date.

First Aid Boxes

First aid boxes will be provided within the workplace to ensure there are adequate supplies for the nature of the hazards involved. All boxes will contain at least the minimum supplies suggested by L74: First Aid at Work Approved Code of Practice. Only specified first aid supplies will be kept. No creams, lotions or drugs, however seemingly mild, will be kept.

Gas Installations and Appliances

The organisation will ensure that all work carried out on gas fittings and appliances are in accordance with the requirements of the regulations and the Safety in the Installation and Use of Gas Systems and Appliances Manual.

The organisation is committed to achieving high standards of health and safety for all staff, visitors, customers and others. For these reasons employing, training, and arranging the assessments of operatives that are competent to work on gas installations and appliances – servicing, repairing or installing, is highly significant to supporting these aims.

The organisation supports the aims of:

- reducing the waste of fuel and material
- increasing operational efficiency
- eliminating unnecessary emission of atmospheric pollutants
- reducing the risk to death, injury and distress to members of the public, staff and others who may be affected
- increasing confidence, amongst users, in the safe use of fossil fuels and fossil fuel burning appliances.

The Gas Safe Register (GSR) is the governing body approved by the Health and Safety Executive to register and monitor the activities of gas installation and use. Gas fitting operatives carrying out work on behalf of the organisation will be registered with the GSR.

No person shall interfere with any gas appliance or gas fitting, or pipe work unless qualified and competent to do so.

Hazardous Substances (COSHH)

All reasonable steps will be taken to ensure all exposure of employees to substances hazardous to health is prevented or at least controlled to within statutory limits.

The organisation will implement the following:

- maintain an inventory of all substances hazardous to health kept or present on site and retain copies of relevant hazard data sheets
- competent persons will be appointed to carry out risk assessments of the exposure to substances hazardous to health and advise on their control
- all operations which involve, or may involve, exposure to substances hazardous to health will be assessed and appropriate control measures will be taken if elimination or substitution of the substance is not possible
- engineering controls will be properly maintained by planned preventive maintenance and annual performance monitoring to ensure continued effectiveness
- systems of work will be reviewed at suitable intervals and revised if necessary
- all employees and others who may work in the affected areas will be informed of the purpose and safe operation of all engineering controls
- personal protective equipment (PPE) will only be used as a last resort or as a back-up measure during testing or modification of other controls
- the type and use of PPE will be carefully assessed and maintained according to manufacturers' instructions
- assessments will be reviewed periodically or if changes to the operation or any hazardous substances used
- qualified professionals, where necessary, will carry out health surveillance
- employee health records of all exposures to substances hazardous to health will be kept for a minimum of 40 years
- all employees will be provided with understandable information and appropriate training on the nature of the hazardous substances they work with. Employees will be informed about any monitoring and health surveillance results
- all changes to control measures and changes of PPE will be properly assessed and no new substances will be introduced into the workplace without prior assessment.

Information and Training

The organisation will give sufficient information and training to ensure full understanding of the hazards to health posed by substances in the workplace and the importance of the control measures provided. Information will also be given to others who may be affected such as contractors, temporary staff and visitors where appropriate.

Managers and supervisors of areas which use substances hazardous to health will be given additional training to ensure the proper management of the risks.

Health, Safety and Welfare

The organisation is committed to providing suitable health, safety and welfare facilities in line with current legislation, in particular the provision of:

- adequate maintenance of workplace and equipment
- appropriate ventilation, temperature control and lighting
- suitable cleanliness and housekeeping standards
- adequate workspace allocation
- properly designed workstations
- well maintained traffic routes and floors
- appropriate fall protection
- suitable glazing
- safe access and egress (well-maintained exits and entrances)
- appropriate sanitary and washing facilities
- separate toilet facilities for men and women
- plentiful wholesome drinking water supply and cups
- seating with an incorporated back rest
- facilities for changing, rest periods, hot drinks and meals preparation
- showering facilities if the nature of an employee's work requires this
- appropriate first aid provision
- appropriate emergency, fire and evacuation equipment and procedures.

The organisation recognises these responsibilities are required for any work whether on a remote work site, at their usual workplace or head office.

Home Visits

A lone worker is someone who works out of sight or earshot of their colleagues for some or all of their day. Lone working, by its nature, can increase the risk of serious injury, by lowering levels of oversight and increasing response times to potential emergencies. Working directly in people's homes or living spaces, particularly if the client is vulnerable, can create a huge risk for housing association employees.

While some housing association employees may be more at risk of aggression and violence (for instance, if they are supporting those with certain addiction or mental health issues), there is always a risk when an employee enters a client's home.

PA Housing recognise the potential difficulties our colleagues working in the housing sector face. We provide all lone workers with lone worker devices to help our employees stay safe and organised while they're providing valuable services.

Risks can include:

- Physical and verbal aggression from residents, animals and other members of the public.
- Being trapped in someone's home without support
- Accident and injury; slips, trips and falls
- Handling of potentially hazardous materials
- Working with high-risk equipment while performing maintenance
- A lack of control inherent in working in people's homes
- Interaction with higher-risk users such as those under the influence of drugs or alcohol.

Lone workers are subject to the same health and safety requirements as workers based on organisation premises and their health and safety will be managed accordingly. To achieve this objective, we will:

- ensure that appropriate risk assessments are completed (DSE)
- ensure that risk assessments are reviewed.
- ensure home workers are provided with suitable induction training on commencement of employment
- ensure appropriate equipment is provided for the lone worker's health, safety and welfare
- provide, where practicable, scope for varying work patterns and to allow employee input in how the work is carried out to ensure lone workers take periodic breaks during the working day
- encourage lone workers to 'network' with colleagues
- make the lone worker aware of their duty to report any incidents or accidents that occur as a result of work-related activities to the organisation using the organisation accident procedure

There is potential risk when visiting a resident in their homes.

There are some occasions when the potential risk may be heightened:

- Visiting outside normal working hours
- Remote locations

- Lone visits
- Visiting residents who have previously been abusive to colleagues or suppliers
- Carry out Safeguarding visits, un-announced or unplanned welfare visits

When planning a visit where the colleague feels that there is a risk to their safety or wellbeing, staff **MUST** discuss the visit with their Team Manager. In some cases, it might be necessary to work with a partner agency such as the police or support worker. The Team Manager should consider safety arrangements, such as:

- Asking the resident to visit our offices
- Visting in pairs
- Undertaking a doorstep meeting and to not enter the person's property
- ALWAYS carry a charged mobile phone
- ALWAYS use a personal safety device
- Have an emergency contact

Before a home visit, conduct a risk assessment by checking our housing system NEC for any concerns (red flags/hazards) or risk relating to the resident, family or other relevant person who might be at the property.

Check for risks relating to the home such as animals and or weapons. If there are concerns, discuss these with your line manager. Staff who believe there is a risk to their safety in undertaking a home visit should discuss this with their line manager, and if concerned, they should not attend.

Colleagues must ensure that full details of the visit (name, address, client ID, time of visit) is clearly recorded on their Outlook calendar and a record in CRM.

Colleagues must ensure that their manager/team has full access to their calendar so the details of the visit are visible.

Take your charged mobile phone and ensure your manager or relevant colleague know your number If you are visiting after working hours or your visit will go beyond normal working hours:

- ensure that your manager or relevant colleague is aware of the appointment and times
- has your contact information
- arrange to contact your colleague or your line manager after the appointment has ended.

On arrival, before entering the property, check your mobile phone for signal. If you are concerned about your safety at this point, stop, do not enter the property. Contact your manager.

If visiting with a colleague agree a "distress" or "safe word" prior to the visit.

If on arrival, there is an aggressive reception, or the client, family or other relevant person appears to be under the influence of alcohol, drugs, otherwise out of control or you have seen animals that can be used to threaten, intimidate, or harm or weapons, do not enter the property. Move away from the property and contact your manager.

During the Visit:

- Introduce yourself and show your ID
- Check who is in property, including animals
- Think about where to sit, so, if necessary, you can leave quickly, or remain standing if you prefer
- If a check call was agreed, it is essential that you call or answer at the agreed time.
- If your manager or relevant colleague has not received a call or they are unable to get hold of you, at this point, they will need to decide on contacting the police

- If you feel unsafe at any time during the visit, inform the client, family, relevant person that you are about to leave and do so at the earliest and safest opportunity. Do not stay near the property, take yourself away to a safe distance or place.
- Contact your manager/relevant colleague after you have left
- If you are unable to leave safely and you are concerned about your safety, activate the emergency call from your personal safety device, or call 999.
- If you are being attacked, or you believe you are about to be attacked, the law allows you to use such force as is necessary, proportionate and reasonable in the circumstances to prevent the attack, defend or remove yourself from the situation. Physical force should be the absolute last resort and used only for its lawful purpose.

After the Visit:

- Inform your manager or relevant colleague
- If there were risks, discuss with your manager and record on NEC
- Update the warning flags and set a review date
- Complete a near miss, occurrence or accident form if appropriate.

Training

All home workers will be fully trained in the tasks that they are employed to do and the equipment they will be using.

Home workers will be trained in emergency procedures in case of an accident in the home.

Home Working

Home workers are subject to the same health and safety requirements as workers based on organisation premises and their health and safety will be managed accordingly.

To achieve this objective, we will:

- ensure that appropriate risk assessments are completed (DSE)
- ensure that risk assessments are reviewed.
- ensure home workers are provided with suitable induction training on commencement of employment
- ensure appropriate equipment is provided for the home worker's health, safety and welfare
- arrange for the maintenance of all electrical equipment supplied for use in employees' homes (The hard-wired electrical sockets and ring mains supplies are the employee's own responsibility)
- provide, where practicable, scope for varying work patterns and to allow employee input in how the work is carried out to ensure home workers take periodic breaks during the working day
- ensure that managers and home workers have the opportunity to be kept informed of what is going on within the organisation; recognising and satisfying the need for social interaction will reduce stress
- encourage home workers to 'network' with colleagues
- make the home worker aware of their duty to report any incidents or accidents that occur as a result of work-related activities to the organisation using the organisation accident procedure
- ensure home workers are aware of the need to monitor their own working conditions and report any problems to their line manager.

Training

All home workers will be fully trained in the tasks that they are employed to do and the equipment they will be using.

Home workers will be trained in emergency procedures in case of an accident in the home.

Legionnaires Disease

All reasonable steps will be taken to identify potential legionellosis hazards and to prevent or minimise the risk of exposure.

At risk systems include the hot and cold-water storage and distribution system.

To achieve control of legionella bacteria the organisation will implement the following:

- **Avoidance of Conditions Favouring Growth of Organisms**

As far as practicable, water systems will be operated at temperatures that do not favour the growth of legionella. The recommended temperature for hot water is 60°C and either above 50°C or below 20°C for distribution, as care must be taken to protect people from exposure to very hot water.

The use of materials that may provide nutrients for microbial growth will be avoided. Corrosion, scale deposition and buildup of bio films and sediments will be controlled, and tanks will be lidded.

- **Avoidance of Stagnation**

Dead legs, which occur when water services leading from the main circulation water system to taps or appliances, are used only intermittently and other parts of systems which may provide a reservoir for infection will be identified and where possible eliminated.

- **System Maintenance**

Water systems will be disinfected by an effective means before being taken into service and after shutdowns of five or more days. Plant will be regularly inspected and maintained (e.g. by monthly visits from a water treatment specialist). Plant will be disinfected periodically (normally twice yearly) by chlorination or by temporarily raising water temperatures. Biocides may be used to control microbial growth. Maintenance personnel must wear appropriate protective clothing.

- **Sampling**

Sampling for legionella will not normally be necessary, unless in the case of an outbreak or to monitor the effectiveness of precautionary measures. Weekly monitoring of chemical and microbiological water quality will be carried out to give a useful indication of the state of the system.

- **Record Keeping:** Records will be kept of all maintenance, temperature monitoring and sampling carried out.

Selection, Training and Competence of Staff

Persons carrying out control measures will receive appropriate training and supervision, so they are able to perform their duties competently.

Action in the Event of an Outbreak

A contingency plan in case of an outbreak of legionellosis will be prepared. This will include the:

- identification of people who may have been exposed
- involvement of public health authorities
- dissemination of information to employees and other interested parties as to the nature of the risks.

Lifts

All reasonable steps will be taken to maintain all lifts throughout the organisation's premises.

Implementation

The organisation will ensure that:

- an examination scheme is drawn up by a competent person for each lift
- all lifts are fitted with appropriate barriers and interlocking gates to prevent passengers or cargo from falling from the lift, coming into contact with the lift machinery or entering/exiting the lift when it is not at a designated landing
- suitable equipment and mechanisms are installed to prevent the lift from:
 - leaving its landing when the doors are unlocked and/or open
 - falling (including its maximum working load) in the event of a failure in the lifting mechanism
 - overrunning its furthest intended point of travel
 - being operated from more than one position at any one time
 - being overloaded or exceeding its maximum number of passengers.
- lifts are maintained in a safe condition and examined/inspected by competent persons (annually for goods lifts and every six months if lifting people)
- the safe working load (SWL) is clearly displayed inside each lift
- notices are posted adjacent to each lift opening advising against the use of a lift in the event of a fire
- arrangements are made for the emergency evacuation of persons in the event of lift failure
- lift motor rooms are kept locked and entry kept restricted to authorised persons.

Records

All thorough examination reports will be kept for a minimum of 2 years.

Lone Working

The organisation will ensure, so far as is reasonably practicable, that employees and self-employed contractors who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

The organisation will determine, those activities where work can be done safely by one unaccompanied person. This will include the identification of hazards from means of access and/or egress, plant, machinery, goods, substances, environment and atmosphere, etc.

Particular consideration will be given to:

- the remoteness or isolation of workplaces
- any problems of communication
- the possibility of interference, such as violence or criminal activity from other persons
- the nature of injury or damage to health and anticipated "worst case" scenario.

Information and Training

Employees and others will be given all necessary information, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone.

Employees will be required to follow the safe working procedures devised including:

- when working alone, e.g. in an isolated area of a building with all doors closed, ensure that someone is aware of your presence
- if possible and arranged beforehand, keep in regular contact with someone else, e.g. use a mobile phone to call into the office or a designated buddy/contact every couple of hours indicating your movements
- do not put yourself at risk; if you do not feel safe, leave the location if able to do so and discuss the situation with your immediate manager
- report all accidents, injuries, near-misses and dangerous occurrences to your immediate manager.

Manual Handling

To prevent injuries and long-term ill-health from manual handling the organisation will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. Where it is not practical the organisation will carry out a manual handling risk assessment to determine what control measures are required to reduce the risk to an acceptable level.

To implement this policy the organisation will ensure that:

- manual handling risk assessments are carried out where relevant and records are kept
- employees are properly supervised
- adequate information and training are provided to persons carrying out manual handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution
- any injuries or incidents relating to manual handling are investigated, with remedial action taken
- employees adhere to safe systems of work
- safety arrangements for manual handling operations are monitored and reviewed
- where relevant, employees undertaking manual handling activities are suitably screened for reasons of health and safety, before doing the work
- special arrangements are made for individuals with health conditions which could be adversely affected by manual handling operations.

Reducing the risk of injury

In considering the most appropriate controls, an ergonomic approach to designing the manual handling operation will optimise the health, safety and productivity associated with the task.

Techniques of risk reduction will include:

- mechanical assistance
- redesigning the task
- reducing risk factors arising from the load
- improvements in the work environment
- employee selection.

No employee will be required to lift any item that they do not feel confident of doing without risking personal injury.

New and Expectant Mothers

The organisation recognises that the general precautions taken to protect the health and safety of the workforce as a whole may not in all cases protect new and expectant mothers and there may be occasions when, due to their condition, different and/or additional measures will be necessary.

To implement effective measures for new and expectant mothers the organisation will ensure that:

- employees are instructed at induction to inform their relevant manager of their condition at the earliest possible opportunity and that the highest level of confidentiality is maintained at all times
- risk assessments are carried out for all work activities undertaken by new and expectant mothers and associated records and documentation maintained
- necessary control measures identified by the risk assessment are implemented, followed, monitored, reviewed and, if necessary, revised
- new and expectant mothers are informed of any risks to them and/or their child and the controls measures taken to protect them
- any adverse incidents are immediately reported and investigated
- appropriate training etc is provided where suitable alternative work is offered and accepted
- provision is made to support new and expectant mothers who need to take time off work for medical reasons associated with their condition
- where relevant a suitable rest area is provided to enable the new or expectant mother to rest in a degree of privacy and calm
- where risks cannot be eliminated or reduced to an acceptable level then consideration will be given to adjusting working conditions and/or hours or if necessary, providing suitable alternative work or suspension with pay.

Noise

The organisation will take all reasonable steps necessary to ensure that the risk of hearing damage to employees who work with noisy equipment or in a noisy environment is reduced to a minimum.

Noise Risk Assessments

The organisation will carry out regular noise exposure risk assessments of noisy areas, processes and/or equipment as appropriate. Assessments will be used as the basis for formulating action plans for remedial measures when necessary. Assessments will be recorded and updated regularly, particularly when changes in work practice cause changes in noise exposure levels of employees.

Reduction of Noise Exposure Levels

The organisation will, as far as is reasonably practicable, take all steps to reduce noise exposure levels of employees by means other than the use of personal protection. The organisation accepts that the use of ear protectors is a last resort and is committed to continuing to seek and introduce alternative methods for reducing noise exposure levels whenever possible in the future.

Provision of Ear Protectors

The organisation will provide suitable and effective ear protection to employees working in high noise levels, as indicated as necessary by the results of noise exposure assessments. It will also provide for the maintenance and repair or renewal of the protective equipment, provide training in the selection and fitting of protectors and provide details of the circumstances in which they should be used.

Hearing Protection Zones

The organisation will designate and mark out hearing protection zones, which may include particular areas, operations or pieces of equipment. All personnel entering these zones will be required to wear ear protectors.

Use and Maintenance of Noise Control Equipment and Procedures

The organisation will maintain all equipment and monitor all procedures introduced for the purpose of reducing noise exposure of employees, including enclosures, silencers and machine covers.

All personnel will be required to

- use these procedures and equipment correctly
- promptly report any defects or deficiencies through the appropriate channels.

Provision of Training

The organisation will provide adequate training to employees as part of its hearing conservation and noise control policy.

All employees who are subject to high levels of noise will be provided with:

- information, instruction and training about the harmful effects of noise
- information and training on what they must do in order to protect themselves and meet the requirements of the law and of the organisation's policy.

Managers and supervisors responsible for formulating and carrying out the organisation's noise policy will also be given appropriate training.

Where a problem arises as a result of noise in the workplace, the employee must inform a responsible person immediately.

Audiometric Testing

Where employees are exposed to risk from high noise levels, the organisation will adopt a programme to monitor the hearing of employees subject to high levels of noise ensuring the organisation's noise control policy is effective and that employees' hearing is not being adversely affected. This will involve regular audiometric tests carried out by properly trained personnel and pre-employment audiometric tests for new employees.

Permits to Work

Non-routine work, such as maintenance, cleaning, equipment installation and refurbishment, can produce health and safety risks over and above those normally encountered in our day-to-day activities. Permits to work are designed to check that all eventualities have been considered when planning and organising this type of work and are an important means of minimising any risks involved.

Employees, contractors and visitors are all expected to comply with the requirements of any permits that are in force.

Employees working off site, i.e. on another organisation's premises, are expected to abide by all permits to work operated on that site.

Should employees experience any problems with the operation of permit-to-work systems, they should immediately inform a responsible person (usually a manager or supervisor) so the organisation can investigate and rectify the situation.

Permits to work exist to cover tasks carried out under certain circumstances and over limited time periods. They will therefore be displayed while the work specified is under way but will cease to operate when the tasks have been completed.

Information and Training

The organisation will provide the necessary information and appropriate training to ensure that appropriate employees, supervisors, contractors and visitors are fully aware of the permits in use and are competent to undertake the tasks and tests prescribed in the permits.

Personal Protective Equipment

The organisation provides personal protective equipment (PPE) when the risk presented by a work activity cannot be eliminated or adequately controlled by other means. When it is provided, it is because health and safety hazards have been identified that require the use of PPE and it is therefore necessary to use it in order to reduce risks to a minimum.

To effectively implement its arrangements for the use of PPE the organisation will:

- ensure that PPE requirements are identified when carrying out risk assessments
- use the most effective means of controlling risks without the need for PPE whenever possible and only provide PPE where it is necessary
- carry out an assessment to identify suitable PPE
- ensure that if two (or more) items of PPE are used simultaneously, they are compatible and are as effective used together as they are separately
- ensure that PPE is sourced appropriately and bears the “CE” certification mark
- ensure PPE is available to all staff who need to use it
- provide adequate accommodation for correct storage of PPE
- provide adequate maintenance, cleaning and repair of PPE
- inform staff of the risks their work involves and why PPE is required
- instruct and train staff in the safe use and maintenance of PPE
- make arrangements for replacing worn or defective PPE
- review assessments and reassess the need for PPE and its suitability whenever there are significant changes or at least annually.

Employees provided with PPE for their own personal use at work will be required to sign to confirm its receipt.

Risk Assessment

Risk assessment is a systematic examination of what within our business can cause harm to people and it helps us determine whether we are doing enough, or further actions are required to reduce the likelihood of injury or ill health.

Our policy is to complete a general risk assessment of all our known and reasonably foreseeable health and safety hazards covering all our premises, equipment and activities in order to plan and prioritise the implementation of the identified control measures.

More detailed specific risk assessments will also be carried out as determined by the general assessment to address those premises, equipment, people or activities to comply with specific legislation or to proactively manage health and safety risks.

We will ensure that:

- assessments are carried out and records are kept
- control measures introduced as a result of assessments are implemented and followed
- employees are informed of the relevant results and provided with necessary training
- any injuries or incidents lead to a review of relevant assessments
- assessments are regularly monitored and reviewed
- suitable information, instruction and training will be provided to all persons involved in the risk assessment process.

We may be controlling risks in various ways, determining the effectiveness of those controls is part of our risk assessment process.

Smoking

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not stop potentially dangerous exposure.

It is the policy of the organisation that all of its workplaces are smoke-free and that all employees have a right to work in a smoke-free environment.

Smoking is prohibited throughout the entire workplace, and this includes the use of all artificial smoking aids (electronic or otherwise) with no exceptions. This includes organisation vehicles that are used by more than one employee. This policy applies to all employees, customers and visitors.

Implementation

All staff are obliged to adhere to and facilitate the implementation of the policy.

The organisation will ensure that all employees and contractors are aware of the policy on smoking. They will also ensure that all new personnel are given a copy of the policy on recruitment or induction.

Stress

The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Stress at work can come about for a variety of reasons. It may be excessive workload, unreasonable expectations, or overly demanding work colleagues. As a reasonable organisation, we try to ensure that you are in a pleasant working environment and that you are as free from stress as possible.

We have chosen to adhere to the Management Standards for stress as developed by the Health and Safety Executive. We will:

- work to identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress
- regularly review risk assessments
- consult with Safety Representatives on issues relating to the prevention of work-related stress
- provide access to confidential counselling for employees affected by stress caused either by work or external factors
- provide training for all managers and supervisory staff in good management practices
- provide adequate resources to enable managers to implement the organisation’s agreed stress management strategy.

Employees who experience unreasonable stress which they think may be caused by work should raise their concerns with their manager or through the organisation’s grievance procedure.

Training

Training in health and safety is a legal requirement and also helps create competent employees at all levels within the organisation to enable them to make a far more effective contribution to health and safety, whether as individuals, teams or groups.

Competence of individuals through training helps individuals acquire the necessary skills, knowledge and attitude which will be promoted by managers and supervisors throughout the organisation.

Our training objectives will cover three areas, that of the organisation, the job and individuals.

All employees will need to know about:

- the health and safety policy
- the structure and system for delivering this policy.

All employees will receive **induction training**. Such training will cover:

fire procedures, warning systems, actions to be taken on receiving warning, locations of exits/escape routes, evacuation and assembly procedures, first aid/injury reporting procedures, names of first aiders/appointed persons, instruction on any prohibition areas (i.e. no smoking), issue of protective clothing/equipment and its use, instruction under COSHH, mandatory protection areas, thorough instruction applicable to their particular duties at work etc.

Training needs will be reviewed as a result of job changes, promotion, new activities or new technology, following an accident/incident and performance appraisal.

Records of training will be kept for all employees.

Employees must:

- participate in the induction training activities they have been required to attend or carry out
- work according to the contents of any training they receive
- ask for clarification of any points they do not fully understand
- not operate hazardous plant or equipment, use hazardous chemicals or carry out any hazardous activity unless they have been appropriately trained and instructed.

Violence

Any acts of violence or aggression aimed at our colleagues will not be tolerated and PA Housing will take appropriate action against the perpetrators, including our tenants or suppliers. The organisation recognises that in certain situations violent behaviour towards staff may occur and therefore will take all reasonable measures to protect staff from violence and aggression.

We define violence and aggression as:

- actual or threatened physical assaults on staff
- psychological abuse of staff
- verbal abuse which includes shouting, swearing and gestures
- threatening or abusive behaviour towards employees, which may be verbal or in writing.

To achieve this objective, we will:

- carry out risk assessments of potential conflict situations to determine the control measures necessary to protect staff
- ensure that premises are kept secure
- inform all employees of the procedure following a violent or challenging behaviour incident
- not tolerate violence or challenging behaviour towards our employees
- train our employees who may be exposed to violence or challenging behaviour situations
- support the employees involved in any incident or subject to abusive behaviour
- support their decisions regarding taking criminal charges
- take appropriate legal action against the perpetrators which will include ending tenancies and eviction.
- provide any counselling or post-incident assistance required by the employees
- keep records of all incidents of violence and aggression and review the control measures with a view to continual improvement in employee safety.

Visitors

In the interest of safety and security, the organisation will take the necessary measures to protect staff and visitors from any accidents or incidents that may occur during visiting.

Employees hosting visitors must ensure that:

- they are authorised to enter the premises or accompanied
- they adhere to applicable health and safety instructions and rules during their visit
- adequate information is passed to ensure their safety including emergency information
- any protective clothing required is provided and worn
- any accidents / incidents involving visitors are reported through the accident reporting arrangements.

Employees aware of people on the premises who may be unauthorised should report these to their manager for action.

Emergency Action

In the event of the fire alarm sounding, all visitors should be escorted to the assembly point by their host. Visitors should not leave the area before notifying the senior person present.

Waste Management

The organisation will instigate a waste management plan for any work carried out when required to by legislation and in order to do so will identify the:

- client
- Principal Contractor
- person with overall responsibility for the waste management plan
- location of the site where the work will be carried out
- estimated cost of the project.

In carrying out any site work the organisation will adhere to the following hierarchy for processing of waste materials:

- re-use (on or off site)
- recycle (on or off site)
- send off site for recovery
- send for incineration
- as a last resort send to land fill.

The waste management plan will:

- describe each type of expected waste to be produced
- estimate the quantities of each type of waste
- describe the waste management action for each type of waste (e.g. re-use, recycle).

The waste management plan will comply with the duty of care and ensure materials will be handled efficiently and waste managed appropriately. All waste materials which leave site will be processed through licensed contractors.

Additional duties:

- ensure co-operation between all contractors involved on the project during the construction phase
- discuss waste management with every site worker through induction, training and toolbox talks
- ensure that waste is reused, recycled or recovered, where practicable to do so.

Work At Height

The organisation will take all reasonable steps to provide a safe working environment for all employees who may be affected by work at height activities.

The organisation will ensure that:

- all work activities that involve work at height are identified and assessed
- the need to undertake work at height will be eliminated whenever it is reasonably practicable to do so
- adequate and secure working platforms with guard rails and toe boards will be used in preference to ladders which will be used for light, short duration work only and secured to prevent displacement
- when necessary, only scaffolds and scaffold towers that have been erected by a competent person will be used
- roof lights and other fragile surfaces will be protected to prevent falls
- fall arrest equipment will be used if other means of prevention (safety nets, harnesses with running lines, etc.) are not practical or justified
- risks associated with those activities where work at height cannot be eliminated are evaluated and steps are taken to control them
- all the necessary equipment to allow safe access to and egress from the place of work is provided
- all the necessary equipment to ensure adequate lighting and protection from adverse weather conditions is provided
- suitable plant is provided to enable the materials used or created in the course of the work are safely lifted to and from the workplace and stored there if necessary
- any working platform and its supporting structures are selected and/or designed in accordance with current standards
- regular inspections of all equipment required for working at height are undertaken
- competent persons are appointed to be responsible for the supervision of all work at height and associated activities
- any contractors from whom they procure services comply with this policy.

Information and Training

The organisation shall provide any information, instruction and training required to work in a safe manner when working at height.

Work Equipment

The organisation will provide a safe working environment in relation to work equipment safety and ensure all employees receive appropriate safety information and training in their work equipment.

Working Time Regulations

The organisation will ensure that all workers under their control adhere to the working time regulations.

The working time regulations are designed to limit the number of hours individuals have to work. The organisation will NOT encourage workers to work over the 48 hours, but workers can choose to work longer hours if they wish by opting out. Workers cannot be forced to opt out and can revoke their opt out, if they give a suitable notice period.

Individuals who are tired due to working excessive hours are more likely to suffer from mental health problems, general ill health and make mistakes leading to accidents.

A summary of the requirements for adult workers:

- a maximum of 48 hours per week, averaged out over a 17-week reference period (employees can opt out of this)
- entitlement to a minimum uninterrupted rest period of 11 hours in every 24-hour period with no opt out
- entitlement to 28 days paid holiday per year (including statutory holidays) for full time workers (pro-rata for part time workers)
- maximum of 8 hours per shift for night shift workers
- free health assessments for night shift workers
- 24-hour rest period at least once a week, can be 48 hours every fortnight with no opt out
- entitlement to a rest break, if working over six hours
- employees must not suffer any detriment if they choose not to opt out.

Travelling to and from the normal workplace, break periods, rest periods, holidays and sickness do not count as working time.

The reference period of 17 weeks can be increased to 26 weeks or 52 weeks by local collective agreements with recognised trade unions or official employee representatives.

A young person's maximum hours are limited to 40 hours per week with no reference period.

Young persons are generally excluded from shift working.

Further information

All employees should refer to the Working Time Regulations Policy for full details of the organisation's policy on working times, holidays and other benefits.

Young Persons

Whilst precautions taken to protect the health and safety of the workforce as a whole will, in many cases, also protect young persons, there are occasions when different and/or additional measures will be necessary due to their lack of experience, knowledge or absence of awareness of potential risks.

A 'young person' is defined as one who is below the age of 18 years.

To ensure the safety of young persons the organisation will:

- carry out risk assessments to cover the activities of young persons
- implement the actions determined by the risk assessment process
- inform the young persons of any risks associated with their work and the control measures taken to protect them
- provide a copy of the risk assessment to the parent/guardian of any young person below the school leaving age
- provide additional appropriate information, instruction, supervision and training, etc as determined by the risk assessment.

7 Risk Assessment

Risk Assessment involves identifying the hazards present in the workplace or arising out of any work activity and evaluating the extent of the risks involved to employees and others, taking into account existing precautions and their effectiveness.

A **hazard** is something with a potential to cause harm and can include articles, substances, plant or machines, methods of work and the work environment.

Risk is the likelihood of harm from that hazard being realised. Risk increases with the number of people exposed to the hazard and also with the potential severity of the harm i.e. the resultant injury or ill health effect. If there are no hazards there are no risks.

The regulations require that risk assessments are '**suitable and sufficient**' in that they should identify all the significant hazards present within the business and its activities and that they should be proportionate to the risk. The assessment should cover all risks that are reasonably foreseeable.

The risk assessment must identify all those people who may be affected by the hazard, whether they are workers or others, such as members of the public.

We may be controlling risks in various ways, determining the effectiveness of those controls is part of the risk assessment process.

Health and safety law does not demand absolute safety when considering what safety controls are required but measures taken should go as far as is '**reasonably practicable**'; a balance between risk and costs, the greater the risk the greater the need to commit resources in terms of time and money to remove or control the risk.

It is a legal requirement that the significant findings of our risk assessments are brought to the attention of our employees.

Carrying out risk assessments

Those who are involved in risk assessments should:

- be competent
- have knowledge and experience of working procedures in practice, potential dangers and strengths and weaknesses of existing precautions
- have knowledge and experience of how to solve problems identified by the assessment
- be in a position to give the commitment, co-operation and resources required to implement the assessment results.

It is important that the person carrying out the risk assessment is competent. This means that the person must have the necessary skills and knowledge gained through experience and training and may have qualifications that enable them to make sound judgments.

The five stages of risk assessment

STEP 1 - IDENTIFY THE HAZARDS

Look for hazards by walking around the workplace. List the hazards that could reasonably be expected to cause harm. Ask for the opinion of employees as they may have noticed things that are not immediately obvious.

Examples of hazards include:

- cables trailing over floors
- fire
- chemicals
- work benches which are too high or too low
- electricity
- loads which have to be moved manually
- work equipment
- working environment e.g. ventilation, lighting, heating.

STEP 2 - IDENTIFY WHO MAY BE HARMED AND HOW

List groups of people and individuals who may be affected by the hazards e.g.:

- staff
- members of the public
- contractors on the premises.

Pay particular attention to vulnerable persons, e.g. those with disabilities, visitors, female employees who are pregnant or who have recently returned to work after having a baby, inexperienced employees or young persons.

STEP 3 - EVALUATE AND CONTROL THE RISK

Evaluate the risks arising from the hazards and decide whether existing precautions are adequate or if more should be done. When evaluating the extent of the risk, account should be taken of the chance of some harm occurring (likelihood), the likely severity of this, and the number of people who could be affected. The formula:

Severity x Likelihood = Risk

Is used on the risk forms within this policy manual

Even after all precautions have been taken some risk may remain. Ensure the precautions in place meet standards set by legal requirements comply with a recognised standard, represent good practice and reduce the risk as far as is reasonably practicable.

Where additional controls or further action are necessary to reduce the risk, decide what more could reasonably be done by adopting the following principles:

- avoid the risk completely
- evaluate risks which cannot be avoided
- combat risks at source
- adapt work to the individual
- make use of technical progress
- replace the dangerous with none or less dangerous
- develop an overall prevention policy

- give priority to measures which protect the greatest number of people
- give appropriate instructions to employees.

IMPLEMENTING AN ACTION PLAN

Once the level of risk has been determined and the control measures needed to reduce or eliminate the risk established, an action plan should be drawn up with timescales for implementation of the control measures.

STEP 4 - RECORD YOUR FINDINGS

The significant findings of the assessment must be recorded since these provide evidence that something has been done, it is also a legal requirement. Keep any written assessments for future reference and ensure that employees are informed of the findings and control measures, either existing or additional, that have to be observed and used. In some circumstances the findings of the risk assessment should also be given to others who could be affected, for example agency workers, contractors etc.

Hazards and example controls

Hazard	Example control measures
Manual handling	Mechanical aids, hoists, getting assistance, breaking loads into smaller units, training
Hazardous substances	Substitution for less hazardous alternatives, extract ventilation, personal protective equipment, training
Work equipment (machinery, tools, etc.)	Guarding, demarcation of danger zones, restricted operation and use planned preventative maintenance, training
Ladders	Avoid working at height. correct type of ladder/stepladders, maintained, training
Electricity	Insulated tools, residual circuit breakers, fuses, earthing, inspection and testing of systems and appliances
Stairs, etc	Good lighting, handrails, non-slip surfaces, slightly raised/highlighted front edges
Fire	Detection/warning systems, fire drills, extinguishers, signs, suitable storage facilities for substances and goods, fire retardant furniture and fittings
Noise	Reduction at source, isolation, ear protection, demarcation of danger zones
Stress	Reduce/increase workload, more control over work, work suitable for the individual, avoidance of monotonous repetitive work
Work environment	Good lighting, ventilation, redesign layout of area, heaters/coolers

STEP 5 - MONITOR AND REVIEW THE ASSESSMENT

It is important that the control measures are monitored and that records are kept. A regular review of the assessments should be made to take into account any changes to the methods or systems of work. You should also review the assessment following an accident, where there has been a significant change to the work, if new information comes to light, or if there is any other reason to believe that it may no longer be valid. Following the review, additional control measures should be implemented if required. Even if there are no significant changes since the original risk assessment, it should be regularly reviewed to confirm that it is still relevant and valid.

Fire Risk Assessment

A fire risk assessment is an organised and methodical look at the premises, the activities carried on there and the likelihood that a fire could start and cause harm to those in and around the premises.

The aims of the fire risk assessment are:

- to identify the fire hazards
- to reduce the risk of those hazards causing harm to as low as reasonably practicable
- to decide what physical fire precautions and management arrangements are
- necessary to ensure the safety of people in your premises if a fire does start.

The significant findings of the fire risk assessment, the actions to be taken as a result of the assessment and details of anyone especially at risk must be recorded.

It is important that the fire risk assessment is carried out in a practical and systematic way and that enough time is allocated to do a proper job. It must take the whole of your premises into account, including outdoor locations and any rooms and areas that are rarely used. Small premises may be able to assess as a whole, in larger premises you may find it helpful to divide them into rooms or a series of assessment areas using natural boundaries, e.g. process areas, offices, stores, as well as corridors, stairways and external routes.

Risk assessments must take account of other users of the buildings and co-operation, and communication of hazard and risk must be shared between businesses to ensure a co-ordinated response is prepared and implemented.

You need to appoint one or more competent persons to carry out any of the preventive and protective measures needed to comply with the legislation. This person could be you, or an appropriately trained, employee or, where appropriate, a third party.

Your fire risk assessment should demonstrate that, as far as is reasonable, you have considered the needs of all relevant persons, including disabled people.

Six Steps to Fire Risk Assessment

1. Identify the hazards

- Sources of ignition
- Sources of fuel
- Sources of oxygen.

2. Identify people at risk

- Employees
- People in and around the premises
- Vulnerable persons, disabled etc.

3. Evaluate, remove, reduce and protect from risk

- Evaluate the risk of fire occurring
- Evaluate the risk to people from fire
- Remove or reduce the fire hazards
- Remove or reduce the risks to people.

4. Consider:

- Detection and warning
- Fire fighting
- Escape routes and travel distances
- Lighting
- Signs and notices
- Maintenance.

5. Record, plan, inform, instruct and train

- Record the significant findings and action taken
- Prepare an emergency plan
- Inform and instruct relevant people; co-operate and co-ordinate with other businesses
- Provide training.

6. Review

- Keep assessment under review
- Revise where necessary.

8 Monitoring and reporting

PA will monitor the effectiveness of our response to the requirements of legislation and to regularly check our working areas and practices. PA will ensure that there are suitable monitoring arrangements undertaken on a regular basis.

The purpose of monitoring:

- To measure our performance in health and safety.
- To identify any problem areas and health and safety works requiring attention.
- To establish budgetary requirements for improving and maintaining safety standards and to allow for appropriate expenditure.
- To demonstrate regular attention to health and safety and PAs due diligence in meeting its responsibilities.
- To enable PA to identify measures improve its health and safety management.

Monitoring of will be carried out by regular inspections to identify whether risk control measures are effective and whether any further action is needed to improve safety.

An annual report will be prepared for the Board and Senior Management Team that details the monitoring undertaken and actions taken, and any recommendations for improving our overall approach to health and safety.