

Employee Health and Safety Manual



Scottish Borders Housing Association
Keeping you safe

Document Summary: The Health and Safety Compliance Plus Control Manual is designed to describe and inform all persons who work for, and who engage with SBHA, the standards employed by the Association in compliance with health and safety legislation and supplementary guidance. It comprises of general health and safety subject Information and includes, where approved, a link to the Association’s current procedures and policies where these impact upon the Associations health and safety. Where required and as new procedures / policies are designed or existing amended (or legislation or best practice changes) these will be added to update the manual.

Approved by: **Scottish Borders Housing Association Management Board.**
Meeting Reference and Date:

Date of Issue: (E issue) Version 1
August 2024

Next Review: August 2027
[or where changes in SBHA Policy, legislation or best practice deem otherwise].
SBHA Compliance team have current review responsibilities.

Reviews: When making the following changes, complete the ‘actioned by’ and ‘date’ columns. Also, remember to update the description of review/change.

Full Review	Date	Description	By
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2	04.06.2021	Reviewed pre consultation	SM/KG
3	07.06.2021	Circulated to SLT to review - return date and meetings to discuss changes – 10.06.2021	SM/KG
4	19.07.2021	Changes made required by executive	SM/KG
5	18.08.2021	Changes following Omnirisk review	CP/KG
6	16.01.2024	Review roles and responsibilities following structure changes	KG/CP/ML
7	08.08.2024	Review Formatting and content	DB/KG/CP



Dear Colleague,

Welcome to your SBHA Employee Health and Safety Manual.

Keeping you, our customers, and anyone else who works on our behalf safe is a top priority for SBHA.

As an employer, SBHA must meet and maintain all regulatory standards and requirements to ensure health and safety.

We have a key theme in our Strategic Plan 2020-25 called our 'Compliance Plus' approach where we aim to move from embedded compliance to pro-active management of risk, using new technologies, systems, and a positive safety culture.

This manual has been designed to give you information about health and safety in the workplace and how we will all ensure we deliver services in a safe manner. You will find links to our policies and procedures and other helpful documents and videos.

This new style manual was originally developed during the Covid-19 Pandemic. Health and safety awareness has been heightened globally and it has been shown that when people work together, better health and safety outcomes can be achieved.

Please take the time to read through your handbook, and if you have any questions or feedback, please get in touch with us using the Health and Safety email inbox healthandsafety@sbha.org.uk

Stay safe.

Julia Mulloy, Chief executive

August 2024

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About this Manual

This Health and Safety Control Manual indicates the way we will organise, arrange, and manage health and safety within SBHA. It covers the main operational activities undertaken by SBHA and the document will be refined and improved upon, on an ongoing basis. The association requires all employees to be wholly familiar with the contents and to co-operate with SBHA to ensure best safety practices are always adopted.

Where you see the video camera or key logo there is a link to a useful video or document. You must be connected to the Internet to access these optional videos and linked documents¹.



Document link



Video Link

Each section gives information on a specific safety issue and is supplemented by approved video links – essentially, useful further information – toolbox type information and further reading resources (SBHA will provide the necessary training to ensure employees are given appropriate levels of understanding for the activity and environments they will engage in). Where a specific SBHA policy exists, a link to the policy is included in the section after subject information. Employees are encouraged to contribute to this safety management system for the purposes of continual improvement. Please note that the guidance in this manual summarises, in an easily readable format, the various health and safety regulations - it does not replace them. To ensure full compliance you must refer to the regulations and HSE approved codes of practice (the links of which are supplied in this manual).

Health and Safety Legislation

The [Health and Safety at Work etc. Act 1974](#) and supplementary regulation is the primary legislation that governs, in terms of safety, the way we work in the United Kingdom.

The following video and document links explain the legislation surrounding workplace safety and puts into context the standards and behaviours SBHA Management (employer) and employees must legally adhere to.

Introduction to Health and Safety



[The health and safety toolbox: How to control risks at work](#) (all subject areas).

¹ *These online materials are 'free to access' video presentations etc. or internet resources. SBHA acknowledges this and thanks the producers of such material for their use. Should any copyright be infringed please contact SBHA Health and Safety Adviser for its removal with our sincere and genuine apologies.*

The Scottish Borders Housing Association (SBHA), Board of Management, is fully committed to enhancing lives and communities across the Scottish Borders by shaping our homes and services to meet changing needs and expectations.

This commitment applies equally to the management of health and safety – holding true to the principals and values on which SBHA was founded and its current strategic objectives including the commitment in our strategic plan on ‘Safe Places’ moving from embedded compliance to pro-active management of risk. Using technology, systems, and the right culture to instil trust and confidence of tenants in the safety of their homes. This is reflected in a focus on empowering team members, supporting effective governance, and serving our customers.

We recognise this health and safety policy as integral to enabling us to fulfil our potential as an association capable of delivering the best housing choices, solutions, and services.

This can only be achieved through the positive actions and application of best practice in health and safety by its leaders and SBHA Team members. The association will adopt, maintain, and develop this best practice in all areas of health and safety management through continuous improvement in the control of risk and the development of a positive health and safety culture and climate known as Compliance Plus.

SBHA is committed to achieving effective control of risk by working to the health, safety management and performance standards contained within this policy. These relate to: -

- the way we organise – our leadership, resource allocation, and consideration of health, safety implications arising from business decisions.
- Positive organisational health, safety culture.
- Effective, sensible, risk control measures and systems.
- Clear definition of arrangements.
- Competence of those involved in making decisions on health and safety.
- Continuous and planned improvement.
- Taking corrective and preventative action based on monitoring, auditing, and investigating activities; and
- Encouraging ownership through communication and consultation.

It is SBHA’s policy to consult with employees on health and safety issues before updating or modifying any part of the health and safety policy, and to provide training and information as appropriate.

This policy can only be successful with the active co-operation of employees who have responsibility for taking care of themselves and others, following safe working procedures and reporting any safety issues as soon as possible.

This policy will be reviewed every three years and revised, as necessary, in response to changes in legislation, methods of working, or at other times as deemed appropriate by the Board of Management. This policy (*and associated approved guidance notes*) applies to all persons, premises and activities falling, to any extent, under the association’s control.

‘We require everyone to work with us to ensure this policy is a success to ensure we, and others, can all enjoy a safe and healthy environment.’



Robin Hill
Chairperson

Signed:

Date:

Mr. Robin Hill SBHA Chairperson,

on behalf of Scottish Borders Housing Association Board of Management [SBCH - Scottish Charity SCO30751], South Bridge House, Whinfield Road, Selkirk TD7 5DT

Signed: **Date:**

Julia Mulloy, SBHA Chief Executive,

on behalf of Scottish Borders Housing Association Board of Management [SBCH - Scottish Charity SCO30751], South Bridge House, Whinfield Road, Selkirk TD7 5DT

Organisation

The Scottish Borders Housing Association regards the health and safety of employees and customers as an integral part of pursuing its overall mission – **‘Created by Tenants for Tenants, we enhance lives and communities across the Scottish Borders. We shape our homes and services to meet changing needs and expectations.’**

SBHA’s Strategic and Business Plan 2020-25 sets out a key strategic theme of Safe Places which aims to move from embedded compliance to pro-active management of risk and a Compliance Plus approach to achieve best practise.

This document will ensure that those who create risks manage them responsibly and understand that failure to manage real risks responsibly is likely to lead to robust action, enabling individuals to understand that as well as the right to protection, they also must exercise responsibility. **General duties of an employer** [Health and Safety at Work etc. Act 1974 \(legislation.gov.uk\)](http://legislation.gov.uk) and **General duties of an employee** [Health and Safety at Work etc. Act 1974 \(legislation.gov.uk\)](http://legislation.gov.uk) fully details the responsibilities. All employees receive documentation and guidance on these responsibilities at Induction to the company as part of the health and safety Induction.

1.0 Scope

This Health and Safety document (*and any associated policies and approved guidance notes*) applies to all premises and activities falling, to any extent, under the association’s control. This document sets down a framework by which the association and employees will be able to meet their health and safety duties.

2.0 Equalities

Consideration has been given to the protected characteristics of all population subgroups identified in the Equality Act 2010. [Equality Act 2010 \(legislation.gov.uk\)](http://legislation.gov.uk) These protected characteristics are gender, age, race, disability, sexual orientation, religion/belief, pregnancy, and maternity, etc.

SBHA recognises the need for specific measures to ensure the health and safety of each of these groups. This document and all other associated health and safety related policies and guidelines take this into account.

3.0 Operating Methodology

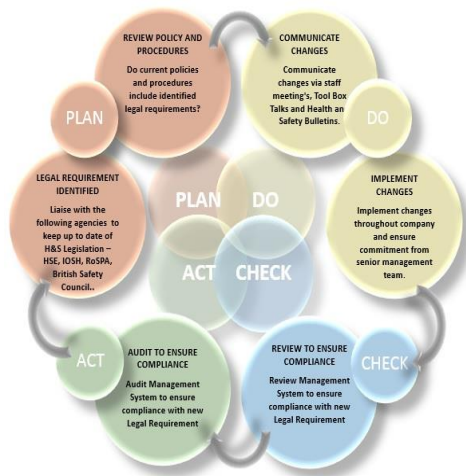


Fig 1. Summary of Plan / Do / Check / Act

Scottish Borders Housing Association will adopt the operating methodology for all their operational activities recommended by the United Kingdom Health and Safety Executive (HSE) – Plan / Do / check / Act, to ensure robust leadership and operational control.

<https://www.youtube.com/watch?v=947wRN72Wg0>

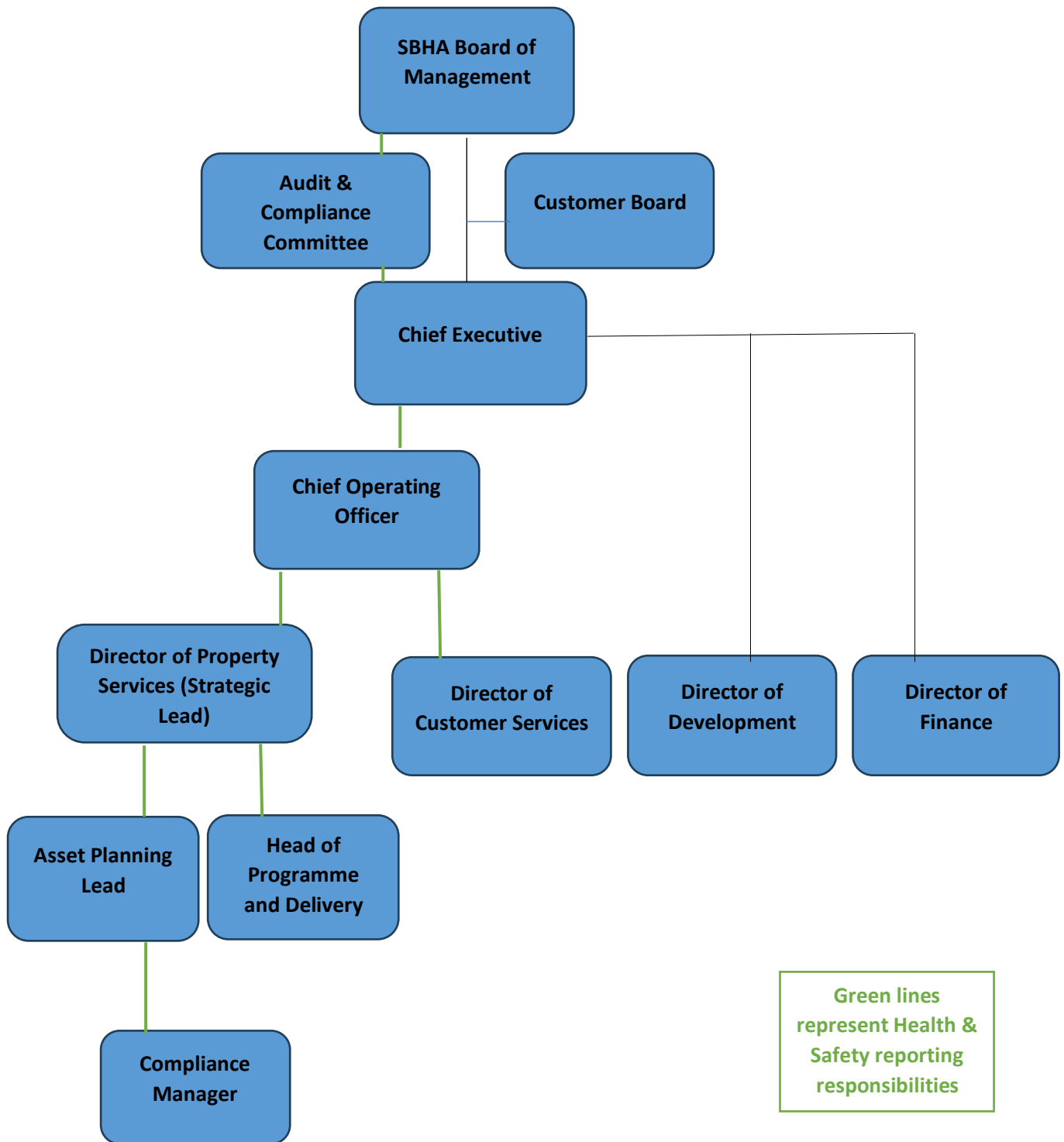
<https://www.youtube.com/watch?v=qHVxNH0v7wY>

4.0 Leadership in Health and Safety

SBHA will ensure the provision of clear and transparent leadership and management systems, defining roles and highlighting significant responsibilities within roles, for health, and safety risks. SBHA will ensure that they have access to competent health and safety advice and that processes are in place to escalate to the appropriate level relevant information regarding organisational health and safety performance and any significant health, safety and wellbeing risks, issues, and failures. This competent advice shall also be made available to all managerial levels and team members, as appropriate.

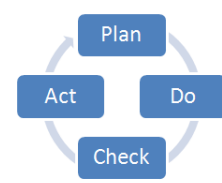
SBHA will consult employees about their risks at work and about the design and implementation of preventive and protective measures, and, when necessary, about amending current practices and will maintain effective measures for leadership, planning, organisation, control, monitoring and review of health and safety matters with a view to continuous improvement.

5.0 Organisational Health and Safety Roles



5.1 Board of Management

The corporate responsibility for Health and Safety rests with the Board of Management in all aspects. The Board will approve and endorse the Health and Safety Employee Manual and authorise the Chair and Chief Executive to sign it. Receive regular KPIs which includes information on any outstanding Health and Safety actions, and the progress made to resolve these, to ensure compliance with the Health and Safety Policy.



Specifically, the Board of Management shall plan to ensure:

- appropriate governance and communications systems are put in place to support this policy including its review and development.
- awareness of significant health and safety risks faced by SBHA.
- oversight of the health and safety implications of strategic decisions; and
- emergency planning arrangements are kept up to date.

The Board of Management will seek assurances from the Leadership Team that:

- health, safety, and wellbeing arrangements are adequately resourced.
- risk control measures are in place and acted upon.
- effective processes to ensure training and competency.
- suitable processes for auditing health and safety performance.
- there is access to competent health and safety advice; and
- a process for employees or their representatives to be involved and engaged in decisions that affect their health, safety, and wellbeing.

5.2 Customer Board

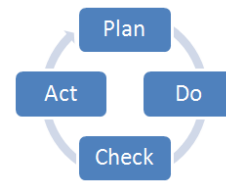
Will approve any health and safety policies that relate directly to SBHA's customers within the schedule of delegated authorities.

5.3 Audit and Compliance Sub Committee

Will oversee compliance with the Board Approved Health and Safety Policy. Monitor the implementation of the Association's Health and Safety Control Document. Review the Association's Health and Safety Risk Register on behalf of the Board and receive KPIs on compliance. Commission any internal and/or external health and safety audits and ensuring any resulting actions are carried out, and report to the Board on this. Take an active interest in an investigation of any significant health and safety failure, and ensure measures are in place to rectify any resulting issues, and reporting to the Board on this.

5.4 Chief Executive

The SBHA Chief Executive Officer has delegated authority from the SBHA Board for the delivery and performance management of this Health and Safety Policy and is supported in this by the Chief Operating Officer and Director of Property Services as the strategic lead for health and safety, the Directors and Leadership team comprising Head of Service, Asset Planning Lead, Leaders, Co-ordinators, Supervisors, Compliance Team, contractors, SBHA teams, and external Compliance Consultants where appropriate.



The Chief Executive shall:

- Implement and endorse this policy as a visible demonstration of ownership and communicate its values.
- agree on how this policy will be measured, monitored, and reported through the setting of appropriate key performance indicators and to review such performance data celebrating achievement and taking corrective action where targets are not being met.
- ensure that emergency procedures encompass all relevant risks.
- ensure that compliance, health, safety, and wellbeing implications of strategic decisions such as large projects etc. are adhered to.

5.5 Chief Operating Officer

The Chief Operating Officer provides operational assurance by ensuring:

- Suitable resources are allocated for the management of compliance, health, safety, and wellbeing.
- ensure that an occupational health service is integrated into the health, safety, and wellbeing management system.
- review compliance, health, safety, and wellbeing performance on an annual basis and to share such results with team members and other interested parties, where appropriate.
- shall ensure this policy is measured, monitored, and reported through the setting of appropriate key performance indicators and to review such performance data celebrating achievement and taking corrective action where targets are not being met.

5.6 Director of Property Services – the strategic lead for Health and Safety

The Director of Property Services provides operational support to the Chief Executive, and chief operating officer and discharges many of the day-to-day management tasks for Health and Safety required in the running of the organisation. It is, therefore, recognised that this function incurs some additional responsibility in terms of Health & Safety.

The Director of Property Services will undertake the role of Strategic Lead on compliance and Health and Safety, ensuring the safety and welfare of Tenants, team members and stakeholders through safe working practices and compliance with all health and safety legislation and other related regulatory requirements

The Director of Property Services will also:

take an active role in arranging for the undertaking of all appropriate risk assessments, policies, procedures, and reviews, for the dissemination of findings and for seeking approval from the Chief Executive for any remedial measures required to be taken.

- give all safety related queries consideration, liaising with the Chief Executive, head of programme and delivery, Asset Planning Lead, Compliance Manager, All Directors, and other relevant bodies as appropriate.
- Seeking assurance that all health and safety registers and actions maintain legislative compliance, and are being upheld with action being taken where required ensuring any areas of arising failure, new significant risk or incidents are communicated immediately to the Chief Executive.

5.7 Executive Team

- shall endorse the policy as a visible demonstration of ownership and communicate its values.
- They will take an active participation in Health & Safety. Where Directors identify any significant breach of Health & Safety procedures, appropriate action will be taken to reduce the risk in the short-term consulting with the Compliance Manager where appropriate, and the issue will be reported to the full executive team without undue delay. This will include the identification of Health & Safety concerns within their service area, the raising of pertinent issues for consideration by the Chief Executive, Director of Property Services, and the actioning of measures identified by the Compliance Manager as being required.
- Will ensure that adequate communication channels exist throughout their departments to allow Health & Safety issues to be dealt with timeously and effectively. All departmental team members will be given the opportunity to raise any safety-related queries with their line leaders or Directors.
- Will ensure that effective training and health & safety plans are in place, and that the leadership teams have safe working procedures that are adopted and work in accordance with any training provided with proper use of any control measures,

including protective equipment etc. that are appropriate for the work being carried out.

- Where Directors identify the need for further health & safety training or any other form of risk control for departmental team members, the issue will be communicated to the Compliance Manager and the Director of Property Services for further guidance. HR shall administer and update the learning and development plan.

5.8 Asset Planning Lead

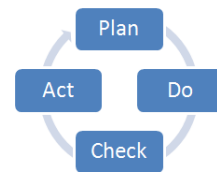
The Asset Planning Lead is responsible for operational health and safety delivery and assurance to the Director of Property Services in relation to Health & Safety and will:

- Ensure that any compliance, health and safety standards are achieved and maintained and that legislative requirements are continuously met across all areas of Health & Safety.
- providing assurance to the Director of Property Services on all areas of operational performance relating to Health and Safety and to ensure any areas identified as non-compliance are dealt with appropriately with remedial actions.
- Lead the Compliance Team to ensure health and safety is embedded as an integral part of the overall management culture within the association, helping promote a positive health and safety climate and culture.
- Where any breaches or non-compliances are identified by the compliance team to notify the Director of Property Services without delay and to ensure any necessary action is taken to reduce risk in the short term.

Wider responsibility is included within 5.8 below.

5.9 Strategic Leadership Team

Members of the Strategic Leadership Team (SLT) are responsible for providing robust health and safety by providing robust health and safety leadership throughout the undertakings of the Scottish Borders Housing Association within the service areas they manage and control.



Specifically, SLT shall:

- ensure health and safety is embedded as an integral part of the overall management culture within the association, helping promote a positive health and safety climate and culture.
- planning for health and safety, including the setting of realistic health and safety objectives of their team members through regular team reviews and deciding on priorities within service areas.
- monitoring and reviewing the health and safety performance of their service area to ensure high standards are maintained and developed promoting a one team ethos.
- ensuring that arrangements are made for the provision of health and safety with adequate information, instruction, training, and supervision of all employees within their teams.
- Contribute to and putting in place opportunities to enhance general health and safety within their teams.
- Identify and assess the risks associated with all the activities of the association with the ambition of eliminating or controlling such risk, so as far as is reasonably practicable.
- ensuring that those employees within their service area are made aware of this policy, arrangements, and guidance notes, as appropriate.
- ensuring adequate arrangements are in place for the consultation and involvement of employees in matters involving health and safety and health & safety is included in all team agendas.
- Where SLT identify the need for further health and safety training or any other form of risk control for departmental team members the issue will be reported without undue

delay to the compliance manager and director of property services. HR will take an active role in implementing any health and safety training needs identified.

5.10 Compliance Manager

The primary role of the Compliance manager is to advise the executive team, heads of service and leaders on all safety, health and welfare matters to ensure the company complies with its statutory obligations. Providing any necessary health & safety guidance to all SBHA departments in their undertaking of risk assessments, control implementation, policy development, etc. as required. This may involve liaison with external support as and when required.

The Compliance Manager role is to provide guidance and assistance to teams in their development and implementation of their service area risk responsibilities.

The Compliance manager is designated responsibility by the Strategic lead for health & safety director to control and update this Safety Manual and to ensure that all departments operate to the contents and instructions contained within.

The Compliance Manager will encourage ownership of health and safety by all department leaders through communication and consultation and will:

- assist the Director of Property Services and Asset planning Lead to give assurance and take accountability for general compliance with all statutory and other legislative requirements relating to health, safety, environmental issues, and welfare.
- have sufficient knowledge to fulfill Duty Holder responsibilities, obtaining expert advice from consultants where required and seek assurance that the implementation of any policies, procedures and arrangements set out in the safety Manual are up to date and maintained by Individual service areas as required.
- audit the compliance of the other Leaders and their Teams in the management of all statutory and other relevant legislative requirements while always ensuring SBHA team members and activities are undertaken in accordance with Health and Safety legislation.
- ensure the health and safety Manual is kept up to date with any legislative changes and processes, ensuring the Asset Safety Administrator keeps any relevant safety registers in an up to date and tidy condition.
- keep up to date with legislative changes and attend such courses/seminars run by external sources to enable accurate interpretation of legislation to enable appropriate implementation within the organisation.
- Seek assurance where required that any SBHA project safety documentation complies with CDM or any other health and safety legislative requirements and report significant findings to the Asset planning Lead and/or the Director of Property Services without undue delay. Where the Compliance Manager has reason to believe that any persons are, or may foreseeably become, exposed to unacceptable risk or non – compliance they shall take all necessary immediate steps to mitigate or reduce the risk from escalating and further direction will be sought from the Director responsible.
- To highlight areas where training/certification is required to meet the standards imposed by legislation, approved codes of practice, or H.S.E. guidance.
- The compliance manager will take accountability for providing any necessary guidance to the chief executive, Director of property services, and any other senior leadership Directors and leaders in their undertaking of risk assessments, control implementation, policy development, etc as required. This may involve liaison with external support. It should be noted that the Compliance Manager will not be solely responsible for developing corporate policies, risk assessments, or procedures but merely for technically assisting others in their development and implementation.

5.11 Compliance Team

- The compliance team is managed, and co-ordinated by the Compliance Manager in giving technical advice and assurance to the executive and Senior Leadership Team of all matters in relation to health, safety, environment, and welfare. The team consists of the Asset Safety Officer and the Asset Safety Administrator who are involved in the effective delivery of the Compliance policies, procedures, registers, and information required for KPI reporting that demonstrates compliance plus across all areas of Health & Safety.

The Asset Officer will:

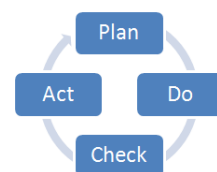
- Assist the Compliance Manager to ensure compliance with all statutory and other relevant legislative requirements while always ensuring SBHA team members and activities are undertaken in accordance with Health and Safety legislation aligning with SBHA policies.
- Contribute to ensure compliance with Construction (Design & Management) for all relevant works and that risk assessments and method statements are in place that provides robust safe systems of work. Ensuring all planned and responsive work programmes are undertaken in accordance with SBHA procedures for the management of CDM, Asbestos, Legionella, Electrical testing, and Gas/other heating safety.
- Work in conjunction with the Compliance Manager and Asset Safety Assistant to be accountable and ensure that SBHA meet all our Gas Safe statutory obligations as well as those for renewable technologies, damp and mould, electrical, other fuels, fire and renewable services. To assist in Health and Safety reporting ensuring compliance (internal and external) for Gas, Electric and Contracts administration, along with all legislative health and safety requirements surrounding asset and people safety.
- Assist the Compliance Manager to manage internally led audits to ensure that all teams are trained, and works are carried out are to Gas Safe, CDM and any other H&S legislation including completion and distribution of appropriate documentation to ensure operational risk is minimised.
- Hold toolbox talks as appropriate to educate Neighbourhood teams and employees to employ a risk-based approach to Health & Safety and helping to shape efficient operational practices with expert technical advice.

The Asset Safety Administrator will:

- Gather, compile, verify, and analyse information and give assurance to leadership relating to gas, renewable technologies, other heating, fire, and electrical servicing including conducting research and drafting letters, reports, presentations, communications and KPIs.
- To ensure Gas Safe administrative systems and Electrical/fire registers comply with legislation and are always up to date and available for inspection and escalate reports of high risk or complex issues in a timely manner to the Compliance Manager for action as part of the health and safety management of risk.
- To take appropriate and timely action on receipt of any gas or electrical issues or concerns including escalation to the Compliance Manager as necessary.

5.12 Leaders, Co-ordinators, Supervisors and Officers

Leaders, Coordinators, Supervisors and officers must take responsibility to manage the health and safety of the day to day running of their specific areas of control. Responding to any Compliance team risk queries or audits with documentation and evidence to ensure compliance plus.



Specifically, Leaders, Coordinators and Supervisors must ensure:

- the assessment of identified risks within their area of control is fully documented, kept up to date, reviewed in time and to take steps to remediate the risk so far as is reasonably practicable.
- Ensure that all employees in their area of control are made aware of any relevant safety policy and procedures with risk assessments being communicated and understood throughout their teams.
- Ensure robust and accurate record keeping is maintained on systems/CRM.
- provide additional service area induction training for new team members incorporating general health & safety assessments, reporting, and remedial actions relating to their specific service area.
- Relay health and safety information communicated from the compliance team and in general take responsibility for ensuring relevant department training for existing team members is carried out.
- Manage, review, and arranging the safe use, handling, storage, conveying and disposal of articles and substances their teams are faced with.
- ensuring workplaces including project facilities under their control are safe, without risk to health and regularly inspected and documented to maintain safe conditions.
- Assist with any audit or inspections of their service area to maintain high standards and compliance plus.
- ensuring the provision of adequate facilities and arrangements in place for employee welfare wherever this is a requirement or location.
- operate the association's accident reporting and investigation system, as per current procedures.
- ensure that prompt and commensurate action is taken to remedy any reported defect, deficiencies, or non-compliance. Reporting directly to the compliance team any mitigation action taken and give assurance on any reported risks.
- monitor and review the effectiveness of any policy or procedures within their area of control.

5.13 External Compliance Consultancy

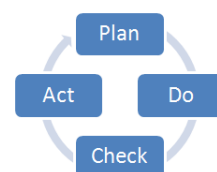
The Compliance external Consultants role is to provide services as required by the association and give additional expert guidance to the Compliance Manager to ensure that the health, safety and wellbeing systems, activities / operations and environment of the Association is competent and robust. The Compliance Consultant shall also assist and advise the Board and Senior Leadership team, to ensure, so far as is reasonably practicable, the health, safety, and welfare of all employees whilst at work.

The Compliance Consultant will give expert guidance where required to the Compliance Manager and the organisation to discharge its duty as set out in the Management of Health and Safety at Work Regulations 1999, as amended to appoint an adequate number of competent persons to achieve and maintain legal compliance.

- Any procured consultancy service shall include the provision of:
- auditing of the Health & Safety management system
- Control Documentation update guidance service
- escalation helpline for all Health & Safety related queries
- specialist consultancy and bespoke training support as required

5.14 Employees

Everyone has a legal responsibility for their own health and safety, as well as that of others who may be affected by their work and/or their acts or omissions. Everyone has the right not to proceed with any activity if they feel it poses a danger to their safety or that of others, and they must immediately raise their concerns with their Line Manager. Notification of any accidents, incidents or near misses whatever the cause are to be reported to the Compliance team through the health & safety inbox healthandsafety@sbha.org.uk . This enables an understanding of the



immediate and root causes and any trends or patterns, which will aid the decision on what preventive measures are required.

Employees must: -

- take reasonable care of themselves and co-operate with SBHA on all health and safety matters.
- carry out their work safely and in accordance with this document, protocols, local arrangements, guidance from compliance team, or any relevant legislation.
- complete and follow the requirements of any risk assessment or method statement and implement and any identified control measures.
- use the healthandsafety@sbha.org.uk inbox to report any adverse event (accident, incident, near miss / dangerous occurrence or work-related illness)
- notify their line manager and HR if they have a condition affecting their health which may be caused by or made worse by work activities.
- undertake health and safety training and induction, when requested and as required.
- report any faults, damage, unsafe or unhealthy working conditions, practices, or equipment, using the healthandsafety@sbha.org.uk inbox and notifying their line manager without delay.
- use any equipment supplied only for its intended purpose.
- not interfere with or misuse anything provided for health and safety or a control measure.
- if an emergency alarm sounds, to assist in the evacuation of members of the public from the affected premises, without taking personal risk.
- not damage the fabric of any building or connect directly to the electrical services - other than through a standard electrical socket - without prior agreement from the compliance team.
- bring any breaches of this document, protocols or local health and safety arrangements to the attention of their line manager and the compliance Manager without delay.

5.15 Audit & Review

SBHA is committed to reviewing and developing its policy and procedures in line with SBHA's Strategic and Business Plan 2020-25 which sets out a key strategic theme of Safe Places which aims to move from embedded compliance to pro-active management of risk and a Compliance Plus approach to achieve best practice and to ensure that it remains both current and relevant. The Compliance Manager will ensure a programme of internal safety audits are periodically undertaken throughout the association to measure the effectiveness of safety measures within specific service areas and to measure the performance of this policy. The compliance Manager shall take responsibility to liaise fully with any external health and safety audits as required and the results of such audits, including successes and areas of non-compliance, shall be relayed to the Director of Property services along with recommended actions

Section 1 Basic – Workplace Information

Subject Information

Health and Safety Poster

SBHA employs over 150+ people. In each workplace there is a legal requirement to display the official Health and Safety Poster (see opposite). These posters outline the health and safety rights of employees and should be displayed in areas readily accessible to employees. Alternatively, an employee may be given the leaflet version or to have access to this leaflet over the organisation's internet (in the case of SBHA, premises with internet access - providing the attached link satisfies this requirement if team members have ready access to the internet).

Should an employee wish further information on any aspect of SBHA Health and Safety they should contact the compliance Manager in the first instance who can escalate required. SBHA also employs a health and safety consultant who can assist and give further advice where necessary.

Click on image to access document.

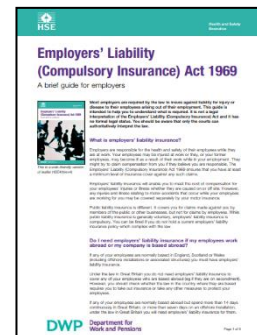


HSE Law at Work Poster

Employers Liability Insurance (Compulsory Insurance)

It is also a requirement to display a copy of a current Employers Liability Insurance certificate within the premises.

Employers are responsible for the health and safety of their employees while they are at work. Employees may be injured at work or they, or former employees, may become ill because of their work while in our employment. The Employers' Liability (Compulsory Insurance) Act 1969 ensures that you have at least a minimum level of insurance cover against any ill health claims. Employers' liability insurance enables companies to meet the cost of compensation for employees' injuries or illness whether they are caused on or off site.



Employers' Liability (Compulsory Insurance) Act 1969

However, any injuries and illness relating to motor accidents that occur while your employees are working for you may be covered separately by your motor insurance. Public liability insurance is different. It covers you for claims made against you by members of the public or other businesses, but not for claims by employees. Employers' liability insurance is compulsory, and organisations can be fined if they do not hold a current employers' liability insurance policy which complies with the law.

Where an individual is working from home/ other location this is considered an extension of the workplace and SBHA still have a duty of care in respect of ensuring the health and safety of the employee. Any home working risk assessments should be completed by the employee where requested (with photographic evidence of the work area and any guidance followed to give assurance a safe and healthy working environment is provided. Where this is not achievable or there are concerns, SBHA will make sure a safe working environment is made available, and the Office will be the default workplace.

Section 2 Accident Reporting <https://www.hse.gov.uk/riddor/>

Subject Information

RIDDOR

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 puts duties on employers, the self-employed and people in control of work premises (the Responsible Person) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses).

When to report: <http://www.hse.gov.uk/riddor/reportable-incidents.htm>

[Who should report? - RIDDOR - HSE](#)

Deaths and injuries

If someone has died or has been injured because of a work-related accident this may have to be reported. Not all accidents need to be reported, other than for certain [gas incidents](#), a RIDDOR report is required only when the accident is:

Work-related - it results in an injury of a type which is **reportable**.

Types of reportable injury

- **The death of any person** - all deaths to workers and non-workers, except for suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker.
- **Specified injuries to workers** – Specified injuries are fully specified here <https://www.hse.gov.uk/riddor/specified-injuries.htm> (regulation 4).
- **Over-seven-day incapacitation of a worker**

Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven-day period does not include the day of the accident but does include weekends and rest days. The report must be made within 15 days of the accident.

- **Over-three-day incapacitation**

Accidents must be recorded, but not reported where they result in a worker being incapacitated for more than three consecutive days.

- **Occupational diseases**

Employers and self-employed people must report diagnoses of certain occupational [diseases](#), where these are likely to have been caused or made worse by their work.

- **Dangerous occurrences**

Dangerous occurrences are certain [specified](#) near-miss events. Not all such events require reporting.

Toolbox talk – Accidents and near misses.



Section 3 Fire Safety

Subject Information

Fire presents a significant risk to any businesses. It can kill or seriously injure employees and/or visitors and can also damage or destroy buildings, equipment, or stock.

The Scottish Fire and Rescue Service is the body responsible of enforcing fire legislation within Scotland. They may visit any of our premises at any reasonable time to ensure that we have taken the necessary precautions to manage fire hazards within our organisation. This section, comprehensively, outlines our approach to the hazard of fire.

1. Introduction and Scope

- 1.1. Fire can be a hazard in any of SBHA properties. Its consequences include the threat to the lives or health and safety of relevant persons, damage to or loss of property and severe disruption to normal everyday activities.

Managing the risk from fire demands fire safety precautions based on a combination of measures. These include appropriate vigilance and protective measures depending upon building use and occupancy, the inherent fire risks and the legal obligations laid on SBHA as an employer, owner/occupier, landlord and that of a 'Duty Holder.'

- 1.2. This fire safety procedure applies to all premises, which are to any extent under the control of SBHA as the employer, owner, or principal occupier. Its requirements extend to all persons on those premises including employees, visitors and contractors whether permanently or temporarily engaged.

The extent to which these fire safety duties apply in respect of premises, or part of premises, depends on whether the premises, or part of the premises, are deemed to be 'relevant premises. as defined in section 78 of the Fire (Scotland) Act 2005.

- 1.3. **Definition of Duty Holder and Relevant Premises** - Anyone who has control, to any extent, of any premises will have some responsibilities for ensuring that those occupying the premises are safe from harm caused by fire. Fire Safety legislation places a duty on those responsible for fire safety within 'relevant premises to carry out a fire risk assessment. These people are defined in the Fire (Scotland) Act 2005 as Duty Holders. A 'relevant premise' is defined in section 78 of the Fire (Scotland) Act 2005, and includes premises such as Offices, care homes and other premises that provide care, public buildings, houses in multiple occupation, hostels, factories, and warehouses. This is not an exhaustive list; however purely domestic premises are not deemed to be relevant premises.

- 1.4. In most cases the identification of a relevant premises will be a straightforward consideration, but in some cases the application may not be straightforward and may require interpretation and judgement.

- 1.5. Where premises are jointly occupied or SBHA shares control of premises with other employers, then the arrangements for fire safety and maintenance will be coordinated, communicated, and documented. In these premises the fire safety arrangements and procedures of the principal or host occupier shall apply, or local variations agreed by all relevant parties and relevant persons.

- 1.6. SBHA will, so far as is reasonably practicable, and in accordance with the legal obligations detailed above.

- provide and maintain passive and active fire prevention, measures according to the purpose, or use of the building, the numbers of occupants and the activities or processes undertaken therein.
- provide comprehensible and relevant information to employees and others, through the provision and availability of emergency instructions or fire safety plans and the risks identified by any relevant risk assessments (i.e., for any storage, handling, disposal, and transportation of dangerous substances).
- provide a programme of fire safety training for all employees.
- carry out and keep under annual review fire risk assessments where required, to analyse building and process fire risks, the existing preventive, and protective measures and to identify areas for improvement.

- have in place a programme of works to improve or maintain the existing fire safety specifications.
- identify enough persons or other methods, for initiating the fire evacuation procedure and provide information and assistance to the fire service.

2. Practical Fire Safety Precautions

As part of a holistic fire safety management system, consideration of passive and active fire precautions is essential.

3. Passive Fire Precautions

3.1 Passive fire precautions are concerned with the physical conditions in premises, which are designed to facilitate containment of fire by design, construction and layout, effective communication, and safe evacuation. Especially:

- materials specification, design, construction and inspection of buildings, fire doors and escape routes considering the needs of customers, people with disabilities, contractors, the public, etc.
- appropriate safe and secure location of building services e.g., gas and electricity.
- provision of clear fire safety signage for escape routes and final exits in conformity with the Health and Safety (Safety Signs and Signals) Regulations 1996.
- provision of prominently located fire action notices (Visitor and employees fire action notices) (e.g., by fire alarm manual break glass points) to inform people of the action to be taken in the event of fire; and
- education and training of employees in fire safety arrangements, evacuation procedures and drills.

4. Active Fire Precautions

4.1 Active fire precautions are those features of the fire safety management system that detect and operate in the event of a fire, including fire alarm systems, emergency lighting systems and fire-fighting equipment. In particular

- the installation, maintenance, inspection, and regular testing of fire alarms.
- the appropriate design, location, operation, monthly inspection, and annual testing of adequate (emergency) lighting systems for fire escape routes.
- the provision, use, appropriate type and location, and annual maintenance of portable fire extinguishers.

5.0 Fire Risk Assessments

5.1 Fire risk assessments are a requirement of the Fire Scotland Act 2005 and are a structured approach to determining the risk of fire occurring in premises or from a work activity, and identifying the precautions necessary to eliminate, reduce or manage the risk. Fire Risk Assessments must be carried out and reviewed periodically or when there is any significant building alteration or change of occupation and use of the premises. A review should also be undertaken following a fire incident/emergency, etc. If no change triggers a review, SBHA Amenity fire risk assessments will be carried out and reviewed annually and any other relevant fire risk assessments bi- annually. These risk assessments must only be undertaken by someone who is qualified and deemed competent to do so. Where these are undertaken by consultants the precise format of the assessments will vary, However, the preference is to have all our premises assessed by a suitably qualified fire safety consultant.

5.2 Risk assessments must also consider those who could be affected, e.g., numbers involved, their location, physical and mental capabilities, and employees of

organizations with whom a workplace is shared. The significant findings of the fire safety risk assessment will be made known to all other responsible persons as appropriate.

- 5.3 Where appropriate, an individual Personal Emergency Egress Plan (PEEP) must be developed for customers and employees who have known disabilities that will impact on their ability to evacuate the premises. Accounts of regular visitors/contractors with disabilities should be included.

6. Emergency Fire Evacuation Plans

- 6.1 All relevant buildings that are controlled by SBHA must have an emergency fire evacuation plan to ensure the timely evacuation in the event of a fire. The level of detail in these plans will vary depending on the type and physical size of the premises, the number of people present and the nature of any specific fire safety hazards, i.e., an amenity home will require a more detailed plan than an open plan office.

- 6.2 Fire Action Plans should contain some, or all the following information.

- Purpose.
- action on Discovering a fire.
- warning of a fire (Details of how people become aware of a fire).
- calling the emergency services.
- evacuation procedures.
- power isolation (information needed by the fire service regarding shutting down of electricity and gas).
- place of assembly and roll call.
- liaison with the emergency services.
- identification of key escape routes.
- fire-fighting equipment.
- specific responsibilities.
- provision of information.

A simple map or diagram of the building could be included for ease of reference and include other relevant information such as details of firefighting equipment, location of emergency exits and manual break glass points. A larger version of this map or diagram is normally kept at the main fire alarm panel.

All personnel within the building should have access to this plan always. SBHA Office muster point is located at the main carpark next to the office building.

7. Fire evacuation Exercises

- 7.1 The purpose of a fire evacuation exercise is to educate employees in the correct manner of evacuating a building in the event of an emergency and to meet our legal obligations. Pre and post de-briefing sessions should accompany each evacuation drill. Fire evacuation of a building should be in accordance with established procedures as detailed in the premise's emergency fire action plan.

- 7.2 Fire evacuation exercises shall be carried out at all 'relevant premises' twice per annum as a minimum.

8. Fire Safety Log

- 8.1 To comply with legal requirements, a fire safety log will be kept at all 'relevant premises'. The fire safety log is to be used to record the details of all tests on passive and active preventative and protective measures, as well as records of all evacuation exercises including details of all false alarms. The responsibility for the completion of

any test and subsequent log entry will be allocated to the person with building fire safety responsibilities and testing.

9. Fire Safety Training

9.1 Basic Fire Safety Awareness is mandatory for all SBHA employees and shall form part of the employee induction process.

9.2 All employees shall receive as a minimum internal Fire Safety Awareness Training at induction and every 3 years thereafter by the training modules.

Additional training may be necessary for those with specific fire safety responsibilities, i.e., fire marshals. The level of additional training required will be determined at a local level or as identified in the fire risk assessment.

9.3 All fire safety training should be recorded and must be recorded in SBHA Learning Management System.

10 Maintenance of Fire Safety Systems

10.1 Maintenance of fire safety systems is the responsibility of SBHA Assets Department, who will ensure that suitable arrangements are in place for the maintenance of all fire safety systems and equipment in compliance with the Fire Scotland Act 2005, Approved Codes of Practice, and any other relevant legislation. Typical fire safety systems will include.

- fire detection and warning systems (bi-annually).
- emergency lighting (annually).
- fire-fighting appliances, including sprinkler systems (annually).
- Smoke Vents (annually).
- Dry Risers (annually).
- premises fixed wire installation testing (5 yearly).
- gas safety inspection and testing (annually).

11 Organisation and Control

11.1 Responsibilities

The responsibilities for maintaining fire safety lies with everybody. However, specific responsibilities for the implementation of this procedure, fire safety, maintenance, emergency plans and employee training are summarised below.

11.2 **Property Services Director** - While the Board and the CEO have the ultimate responsibility for the health and safety of all employees, tenants, visitors, and contractors, it is the Property Services Director who has strategic health and safety accountability and responsibility for:

- seeking assurance that an appropriate system for carrying out fire risk assessments is in place.
- seeking assurance that any actions arising from fire risk assessments, are implemented.
- seeking assurance that this procedure and/or any other fire safety policies/codes of practice that complement this procedure are in place, properly implemented and reviewed.

11.3 **The Asset planning Lead** is responsible for:

- seeking assurance from the compliance team that all fire safety systems are properly maintained in accordance with the Fire Scotland Act 2005, Approved Codes of Practice, and other relevant legislation.

11.4 The Compliance Manager is responsible for:

- preparing appropriate policies, procedures, and assisting in the preparation of local emergency fire action plans.
- ensuring that audit protocols are in place and reviewed on a regular basis.
- carrying out an annual H&S audit which will include fire safety.

11.5 Leaders, Coordinators and Supervisors are responsible for:

- ensuring that fire safety policies and procedures are implemented and adhered to.
- arranging fire emergency evacuations.
- ensuring that the fire log is completed, and regular testing is carried out as required.
- ensuring all employees under their direction receive information, instruction, and training in fire safety.
- providing our customers with information on the fire safety measures to be taken or observed on the premises, including actions to be taken should a fire occur.
- where appropriate raise our customers' awareness of fire safety by arranging for the local authority fire service to attend their premises, to give fire safety talks/advice.
- Escalating to the compliance team and to their direct line manager any concerns they have about fire safety found during day-to-day activities.

11.6 Employees – are responsible for.

- ensuring they are familiar with the emergency fire action plan for their workplace (i.e., the action to be taken on discovering a fire, how to raise the alarm and action on hearing a fire alarm).
- co-operate by participating in fire evacuation exercises.
- attending fire safety training when required.
- observing practical fire safety arrangements.
- reporting to their manager or supervisor any concerns they have about fire safety found during day-to-day activities.

12. Monitoring Audit and Review

- 12.1 An annual audit of all fire safety systems will be arranged by SBHA Compliance team to ascertain compliance with not only statutory provisions but with this Fire Safety Procedure.
- 12.2 Reactive reviews will take place immediately following a fire safety event occurring.
- 12.3 A formal review will also be undertaken following a fire to review any changes to the premise's construction and facilities required, new procedures, new equipment, new materials, and any other relevant changes.

[Fire \(Scotland\) Act 2005 \(legislation.gov.uk\)](http://legislation.gov.uk) Part 3 fire duties – workplace and commercial buildings

[Fire and smoke alarms: tolerable standard guidance - gov.scot \(www.gov.scot\)](http://www.gov.scot) part 16 fire, part 17 CO.

[15 LACORS National fire safety guidance 08.pdf](#)

Section 4 **Gas Safety** <https://www.hse.gov.uk/pubns/priced/l56.pdf> Gas Safety
(Installation and Use) Regulations 1998 as amended

Subject Information

1. Introduction

- 1.1 The Gas Safety (Installation and Use) Regulations 1998 {GSIUR} specifically deals with the safe installation, maintenance and use of gas appliances, fittings, and flues in domestic and non-domestic premises.

- 1.2 SBHA are required to ensure that gas systems are safe within all property types, including commercial property and residential property under license, tenancy agreement or short-term lease. Responsibility for the safety of gas systems will be clearly identified in any agreement/lease.
- 1.3 In April 2018 the Gas Safety (Installation and Use) (Amendment) Regulations 2018 came into force amending the GSIUR. Relevant amendments are outlined in Section 5 below.

2. To whom does this procedure apply

- 2.1 This procedure has been designed to assist SBHA in managing all legislative requirements stated within the GSIUR and 2018 amendment in respect of Gas Safety, and ensure requirements are fulfilled and recorded.

SBHA Duties

- 3.1 SBHA duties are to ensure that:

- All customers have a working, safe heating system within their homes that is fit for purpose.
- All SBHA controlled workplaces have a working, safe heating system that is fit for purpose.
- A system is implemented for annual checks and maintenance for all gas appliances and flues, to be carried out by an installer or contractor registered under the Gas Safe Register.
- Safety checks are carried out at intervals of not more than 12 months, other than in circumstances as detailed in Section 5 below.
- Copies of inspection check forms are passed to the tenant within 28 days of the inspection taking place.
- New tenants receive a copy of the inspection check form before taking up residence.
- In multiple occupancy properties, where there is a communal gas system, the gas safety record form is posted on a general notice board.
- Appliances are safe and have been checked before re-letting.
- On re-letting, any suspect appliances that have been left by previous tenants are removed.
- On re-letting, even if the gas certificate is current, the gas installation is re-inspected including appliances and flues (this is to ensure that the outgoing tenant has not left the system in an unsafe condition).
- Under no circumstances are tenants permitted to carry out DIY work on gas appliances, pipework, fittings, and flues. Written permission must be obtained where the tenant has their own gas appliance being Installed to ensure a valid LGSR by a registered gas engineer is presented before use.
- Flues and flue inspection chambers must not be blocked up, boarded over, or covered in any way without visual inspection hatches being available and adequate ventilation for the system must be maintained.

The Association will **not**:

install a gas appliance in a room used or intended to be used as a bathroom or a shower room.

- install a gas fire, other gas space heater or a gas water heater of 14kW or less in a room used or intended to be used as sleeping accommodation, unless it is a room-sealed appliance or incorporates a safety control designed to shut down the

appliance before there is a buildup of a dangerous quantity of the products of combustion in the room concerned.

The Association will not convert any room into sleeping accommodation which contains an appliance that would contravene the above

Inspections & Required Actions

- 4.1 Once the Inspection Record has been issued by the Gas Safe Registered Engineer it must be checked by a Gas supervisor before being put on the register.
- 4.2 Where any part of a Gas Safe Engineer Inspection Record states that any part of the system did not pass inspection, this must be addressed immediately by issue of the appropriate instruction from SBHA Procured Gas Contractor and confirmation given to SBHA procured Gas Auditors.
- 4.3 Capping of the gas supply to the properties must only be considered as a last option having explored all options of ensuring the system passes inspection. The capping of gas supplies should only be authorised by the Compliance Manager, or the Director of Property Services ensuring a fully documented reason is recorded for such action.

4. The Gas Safety (Installation and Use) (Amendment) Regulations 2018

- 5.1 These regulations provide flexibility for gas safety checks to avoid landlords waiting until close to the "Deadline Date" and not gaining entry or foreshortening the inspection period. The last date that a gas safety check should be carried out by is known as the "Deadline Date".
- 5.2 Regulation 36 states that where a safety check of an appliance or flue is completed within a period of two months ending with the "Deadline Date", that check is to be treated as having been made on the "Deadline date". This amendment is comparable to the system of MOT for road vehicles.
- 5.3 Regulation 36A (2)(3) states that to align the "Deadline Date" of an appliance or flue with any other appliance or flue in the same premises a one-off flexibility safety check is allowed. This flexibility allows the safety check to be extended beyond the "Deadline Date" by two months for an appliance or flue but can only be used to align the deadline dates of appliances and flues. N.B This flexibility can only be exercised once to each appliance or flue.

Records

- 6.1 As a minimum, copies of inspection check forms are to be kept until two further gas safety checks have been carried out. It should be noted that the 2018 Amended Regulations outlined in section 5 above facilitates the potential for the timescale for safety checks to be extended by two months in a one-off flexibility safety check. Therefore, the timescale for two safety checks to be carried out has the potential to be 26 months.
- 6.1 SBHA duties under the GSIUR for annual inspections are controlled by the Compliance Manager with Record keeping and auditing being assisted by SBHA's Asset Safety Officer and Asset Safety Administrator.

7. General Gas Safety

- 7.1. What is Carbon Monoxide - CO is produced by the incomplete combustion of carbon containing fuels, e.g., natural gas, solid fuels such as coal, wood, or liquid fuels such as kerosene. Insufficient ventilation to the appliance or away from it in the flue will also cause CO build up.

- 7.2. CO is Dangerous - CO is known as the silent killer. It is highly poisonous and cannot be detected by the senses. You cannot see, smell, or taste its presence. Exposure to even low levels can cause ill health.
- 7.2.1. CO is an asphyxiant, the more you are exposed to it, the less you are aware of the symptoms which include fatigue; headaches; flu-like symptoms; nausea; chest pains; sickness, diarrhoea, and stomach pains.
- 7.2.2. Signs of CO are yellow or brown stains around the appliance; pilot lights which frequently blow out; flame is yellow or orange, and increased condensation around windows.
- 7.2.3. If CO is suspected: it is advised to switch off all appliances, open doors and windows and vacate the premises if possible. The Gas Emergency Service should be contacted on **0800 111 999**.

7.3 Gas leaks

Gas leaks can occur from faulty appliances and pipework. Whilst gas is not poisonous like carbon monoxide (CO), leaks can lead to fires or explosions. A distinctive odorant is added to the gas to make it detectable – you can usually smell this briefly any time you turn a gas hob on. If you think you can smell gas, act, and call **0800 111 999 immediately**.

7.4 What to do in a suspected Gas Escape - If a gas escape is suspected, customers must be advised that the following actions should be taken:

- **DO NOT** turn electrical switches **on** or **off**.
- **DO NOT** smoke.
- **DO NOT** use naked flames, especially to search for a leak.
- **DO** turn off the gas supply at the meter or emergency control valve if possible.
- **DO** Extinguish all naked flames on appliances.
- **DO** open doors and windows to remove the gas and ventilate the property.

Unsafe gas appliances can put your life in danger.

To stay fully gas safe in your property, you will need to be mindful of these potentially dangerous consequences of having poorly maintained or faulty gas appliances.



**SAFETY
TIPS**

If you have any signs of damage or corrosion (rust, green discolouration) on your gas pipework or you suspect a gas leak, make sure you contact a Gas Safe registered engineer to check it out – it could cause a leak if left unchecked. Any such check should involve a tightness test to ensure there are no gas leaks and a visual inspection of the installation to check that it is in good condition.

Fires and explosions

By its very nature gas is highly combustible. Safe appliances burn gas in a controlled manner to help us heat our homes and cook our food. Should gas leak from a faulty appliance or pipework, it can spread quickly and there is a risk of it accidentally igniting causing a fire or explosion, with potentially devastating results.

Gas Safe (Management) Regulations 1996-GSMR

<https://www.hse.gov.uk/gas/supply/legislation.htm#gsmr>

Health and Safety at Work Act 1974

<http://www.legislation.gov.uk/ukpga/1974/37/contents>

Section 5

Electricity At Work

<https://www.legislation.gov.uk/uksi/1989/635/contents/made>

Subject Information

1. Introduction:

- 1.1. Electricity is a familiar and necessary part of everyday life, but electricity can kill or severely injure people and cause damage to property. The Electricity at Work Regulations 1989 (EAWR) set out the standards which apply to the use of electricity in the workplace. Within EAWR an electrical system is defined as including the source, equipment, and all the means of connection in-between.

Toolbox Talk -
Electrical Safety



Therefore, where the EAWR refer to the maintenance of “systems” these include portable appliances.

- 1.2. The EAWR require that systems must be suitably constructed and maintained in a safe condition; protected against adverse conditions and physical damage; suitably earthed and fitted with other protection against shock and overcurrent; and equipped with a means of disconnecting and isolating the supply. They also contain provisions relating to safe working with electrical systems including restrictions on live working and requirements relating to competency and training.
- 1.3. The technical standards for installations and recommended inspection and maintenance programs are described within BS 7671: 2018+ A2:2022 “Requirements for Electrical Installations in Buildings”, otherwise known as the IET Wiring Regulations 18th Edition. Compliance with this standard can be used to demonstrate compliance with the EAWR.
- 1.4. For Social Housing, Chapter 3 of the Housing (Scotland) Act 2014 defines the requirements for electrical safety.

2. General Electrical Safety

- 2.1. The Electricity at Work Regulations imposes duties on employers and employees to take precautions against the risk of death or personal injury from electricity in work activities. Electricity at normal mains voltage up to 240v can cause fatal shock, burns and fire.
- 2.2. All electrical equipment is to be properly installed, serviced, and maintained by a qualified person. Each piece of equipment, supplied through a permanent cable must have its own isolator or plug and socket arrangement so that it can be disconnected from the electrical supply for cleaning or repair. Each isolator and dedicated socket outlet should be clearly labelled to show which equipment it supplies. Isolating switches should preferably have a facility for locking them in the ‘off’ position.
- 2.3. Internal construction and maintenance work should only be carried out using reduced voltage, battery, or pneumatic equipment where reasonably practicable, and otherwise may be undertaken with 240-volt tools, subject to there being only dry non-conductive conditions and provided that Residual Current Device (RCD) protection is fitted to the circuit or at the socket. All portable electrical equipment used externally must be either battery powered, pneumatic or 110 volt or less, i.e., used with a transformer. Extension leads must be located after any transformer to avoid long lengths of cable operating at 240 volts. Exception: **in dry conditions**, when it is not practicable to follow the above instructions, 240-volt equipment may be used, provided that a residual current device is fitted to the circuit or at the socket.
- 2.4. Electrical equipment which is installed out of doors will have an appropriate rating against dust and water ingress (IP rating).
- 2.5. All Electrical distribution boards/cupboards/substations and plant rooms are to be kept locked and access restricted to authorised persons. These rooms are to be kept free from combustible materials and that clear access to the equipment is always maintained.
- 2.6. All portable electrical equipment should have efficient cord grips both at the plug and where the cable enters the equipment. The correct fuse should be used for the rating of the equipment. The earth wire (where provided) must always be properly connected.
- 2.7. Loose, cracked, or broken plugs should be taken out of use immediately and reported to the relevant line manager.
- 2.8. Where portable electrical equipment is used in customer’s homes, they should only be used in conjunction with a Residual Current Device (RCD), and after

the 'user checks' are carried out. All RCDs should themselves be tested, by the user, prior to use by operating the Test button. Faulty RCDs should not be used. SBHA will supply RCDs to all employees that require them.

- 2.9. Box type adaptors that plug directly into a wall socket outlet and allow 2, 3 or 4 plug tops to be inserted into them in a 'Christmas tree' type formation must not be used. Only proprietary 2-, 3- or 4-way extension trailing leads supplied via one plug top are to be used, with an overall maximum rating of 13 A. Extension leads must not be connected whatever the reason.
- 2.10. Flexible cables should be positioned and protected so that they cannot be easily damaged. They should not trail across sharp or heated surfaces. They should be checked regularly by the user for damage and loose connections. If a cable is damaged, or shows signs of swelling or cracking, the equipment should be taken out of use and the cable replaced. **Do not** carry out makeshift repairs yourself to damaged cables, report it and have it replaced.

3. Common electrical related hazards

Those most at risk of an electrical related injury are:

- maintenance team members or those working with electrical plant equipment and machinery.

Employees should only work on or with electrical equipment if they have suitable training, knowledge, experience, and supervision. Voltages over 50 volts AC or 120 volts DC are considered hazardous. Harm can be caused when exposed to 'live parts' or through conducting objects or materials. Shocks from equipment can cause severe and permanent injuries. Shocks can also cause indirect injuries, such as falls from ladders, scaffolds, or other work platforms. Faulty or overloaded equipment can lead to fires which can cause damage, injuries, and loss of life.

Common causes of injury

The most common injuries are caused by.

- faulty wiring
- poor training
- incorrectly replaced fuses.
- mixing water and electricity
- use of overloaded or damaged plugs, sockets, or cables.
- misuse of equipment or using equipment which is known to be faulty.
- Other potential sources can be.
- work in or on excavations
- working in wet, harsh, or confined conditions
- working on or near overhead lines, for example tipping loads
- working on or near equipment that is assumed to be dead but has a live current.
- Electricity can also ignite flammable or explosive atmospheres, for example in spray paint booths or around refuelling areas.

Carry out a risk assessment.

Where work with electricity cannot be avoided, then the best way to find out about the risks in your organisation, and how to address these, is by discussing issues with team members and carrying out a risk assessment.

Method statement

Where the work being carried out is complex, you should provide more detail to those involved in the form of a method statement. This includes how the job is to be carried out and how the risks are managed.

Whilst not a legal requirement, a safety method statement describes, in a logical way, exactly how a job is to be carried out to ensure safety for all involved.

Use method statement form [[Healthy Working Lives Template](#)]

3. Electrical safety precautions

Electrical safety checks and tests

Regular informal 'before use' visual checks and more formal visual inspections improve safety. Remember to include cables and transformers in any checks.

Legislation requires SBHA as an employer to decide on the frequency of testing and inspection based on a **risk assessment**. You should also take into consideration the following about your equipment.

- where it is used
- how often it is used.
- the type of equipment
- if it is portable or transportable

- 4.1 Visual checks are backed up by portable appliance testing (PAT). Visual inspection and testing of portable appliances will be undertaken in accordance with a schedule which considers the risk of damage to equipment when it is in use (i.e., from a risk assessment). SBHA carry out a programme of PAT testing of movable items and operatives' equipment, regard will be had for the information contained in the HSE guidance on the topic (reference 7.3). Where such a schedule is not in place all portable electrical equipment will be subject to annual visual inspection and testing. This requirement also applies to electrical equipment owned by our customers in our amenity homes (reference 7.5) and any electrical equipment brought in and used by our employees.
- 4.2 Equipment that is subject to a PASS result will be labelled to show that it has been inspected and to show when the next one is due. Equipment that is subject to a FAIL result should be taken out of use immediately, labelled to indicate that it must not be used, locked away out of use if possible and reported to their line manager.
- 4.3 All electrical equipment will be subject to a formal documented inspection regime by a competent person and records will be updated regularly in line with the inspections and maintenance carried out. The competent person should determine the required frequency and nature of inspections, (e.g., a qualified electrician). Refer to table 1 for guidance.

Equipment / Environment	User Checks	Formal Visual Inspection	Combined Inspection and Testing
Battery operated: Less than 40. volts	No	No	No
Extra low voltage: Less than 50 volts AC; Telephone equipment, low-voltage desk lights	No	No	No
Desktop computers, VDU screens	No	Yes, 2-4 years	No, if double insulated, otherwise up to 5 years
Photocopiers, fax machines: Not hand-held. Rarely moved	No	Yes, 2-4 years	No, if double insulated otherwise up to 5 years

Double insulated □ (Class II) equipment; Not hand-held. Moved occasionally, e.g., fans, table lamps	No	Yes, 2-4 years	No
Double insulated □ (Class II) equipment; Hand-held, e.g., some floor cleaners, some kitchen equipment	Yes	Yes, 6 months to 1 year	No
Earthed equipment (Class I). Electric kettles, some floor cleaners, some kitchen equipment, and irons	Yes	Yes, 6 months to 1 year	Yes, 1-2 years
Cables (leads and plugs connected to the above), and mains voltage extension leads and battery charging equipment	Yes	Yes, 6 months to 4 years depending on the type of equipment it is connected to	Yes, 1-5 years depending on the type of equipment it is connected to

Table 1

Offices	
Routine checks	Annually
Inspection and test	Every five years
Residential Accommodation	
Visual Routine checks	During visits and repairs
Inspection and test	Every five years
Domestic Premises	
Routine checks	None (responsibility of occupier)
Inspection and test	Change of tenancy / every five years

Table 2

- The frequency of such tests will be in accordance with that set out in the Electrical Installation Certificate for the premises. Refer to table 2:
- Should any installation be seen to be faulty, corrective action will be taken as appropriate. Advice will be sought from a competent person where necessary.
- Routine checks need not be carried out by electrically skilled people and are intended to take the form of simple visual inspections for obvious signs of problems. The checks will identify wear and tear, breakages, missing parts, signs of overheating and any other abnormal observation. Formal Inspection and Testing must be conducted by a competent person and will include scrutiny of the installation, supplemented by testing to verify compliance. Records of all such checks and inspections should be filed by the Asset Safety Administrator.
- The Asset Safety Administrator will arrange for all fixed electrical installation (wiring, sockets, fuses, switchboards etc.) to be subject to a periodic inspection and testing regime. This regime will include routine checks (conducted by the H&S

Administrator) and formal Inspection and Testing programs (conducted by a competent person).

- 4.4 Portable Appliance Testing (PAT) - will be carried out to equipment used by employees to ensure there are no unsafe items that could initiate a fire or other injury. SBHA test portable equipment on an annual basis. Companies are required to conform to the Health and Safety at Work Act of 1974, Electricity at Work Regulations of 1989, Provision and Use of Work Equipment regulations of 1998 and the Management of Health and Safety at Work regulations of 1999. Regular documented PAT testing meets these requirements.

Periodic Inspection & Test Certificate – Formerly known as an EICR will be carried out to all domestic properties and communal area electrical circuits of the buildings every five years. Offices and Communal areas of schemes are workplaces and covered under the **Electricity at Work Regulations 1989**.

4.5 Emergency Escape Lighting

Where considered necessary, emergency escape lighting must be designed to comply with **BS 5266. Categorised as NM/3 (non-maintained 3hr duration, or M/3 (Maintained 3hr duration)**. It will automatically illuminate upon the failure of the power supply to conventional artificial lighting. It must illuminate all escape routes, highlight hazards such as stairs and change of direction, and enable easy identification of any fire alarm call points or fire fighting equipment throughout the escape route. Any Emergency escape lighting shall be serviced and maintained in accordance with **BS 5266 – 8: 2004 (BS EN 50172: 2004)** Emergency Escape lighting systems which includes a full discharge test carried out by a competent lighting engineer. SBHA specify self test, microwave emergency lighting units to be fitted as replacements to all communal areas and office environments.

Where any fire safety signs are provided, they must be in accordance with BS 5499 and the Health and Safety (Safety Signs and Signals) Regulations 1996, be of a pictorial design and easily understood. Example:



SBHA lighting specification details the emergency lighting requirements in more detail and can be provided on request from the Asset team.

4.6 Alarms

SBHA homes, along with every other domestic home in Scotland (including HMO and amenity/sheltered housing) must have interlinked fire alarms by February 2022 to satisfy the new standards. Each Alarm must comply with the relevant unit standards:

- Smoke Alarms - BS EN 14604:2005
- Heat Alarms - BS EN 5446-2:2003
- Carbon Monoxide detector British kitemark EN 50291-1

All property Installations, design, commissioning, and maintenance must meet the new standard **Fire Detection and Fire Alarm Systems for buildings BS 5839 -part 6 2019 + A1:2020**. All properties shall have a minimum LD2 system as a minimum, and where risk assessed any vulnerable persons shall have an LD1 System that incorporates a smoke alarm in the bedroom areas. SBHA properties will also have the Carbon Monoxide detector interlinked into the alarm system as additional protection and provide a test controller at a suitable height to allow tenants and operatives safe testing of the

system. The housing statutory act The **Housing (Scotland) act 1987 (Tolerable Standard) (Extension of Criteria) Order 2019 section 86(1)** has also been updated to reflect the changes. This Order extends the tolerable standard criteria set out in **section 86 (1)** of the Housing (Scotland) Act 1987 by adding new criteria which must be satisfied for a house to meet the tolerable standard for the purposes of that Act. The new requirements are for a house to have satisfactory fire detection alarms and carbon monoxide detection alarms. The tolerable standard guidance section 16 for Smoke Alarms and section 17 Carbon Monoxide Alarms must be adhered to.

Basic safety precautions

There are simple ways to reduce risks:

- Check all equipment is in good working order.
- If you find or suspect a fault, stop using the equipment, disconnect from the electrical supply and label 'do not use'. Consult your supervisor.

You should also.

- avoid overloading sockets by providing enough socket-outlets,
- where possible switch off all appliances at the mains at the end of the working day,
- switch off and unplug equipment before you clean it or adjust, and
- provide an accessible and clearly identified switch near fixed machinery to cut off power in an emergency.

More information on working safely using electrically powered equipment can be found on the Health and Safety Executive (HSE) site.

Cable maintenance

When you fix or maintain cables.

- never repair cuts with insulating tape,
- use proper connectors to join lengths of cable,
- replace damaged sections of cable completely,
- do not use connector blocks covered in insulating tape or 'splice' wires by twisting them together, and
- ensure cable ends always have their outer sheaths firmly clamped to stop wires coming loose from plugs or inside equipment.

Planning electrical work

When planning electrical work, you should add to your risk assessment by providing more detail to those involved in the form of a method statement. This includes how the job is to be carried out and how the risks are managed.

You should also.

- ensure that the person carrying out the work is competent to do so.
- use lock off systems, barriers, and correct signage to inform team members and prevent access (particularly important when working in a tenant's home where children may be around)
- use plans and cable-avoiding tools to locate cables.
- not touch supplies and assume they are live unless a competent person or utility company confirms they are not live, and
- have overhead lines switched off if possible or maintain safe distances from the lines for plant and equipment.

More detailed guidance on avoidance of danger from [underground](#) and [overhead](#) electric lines is available from the HSE site.

You could consider the application of a permit to work system, especially for more complex jobs such as work on meters or circuits.

Other safety precautions

Do not work on exposed live parts of equipment and systems unless it is unavoidable. Take suitable precautions to prevent injury, both to the workers and to anyone else in the area.

The HSE has further information on electrical safety at work noted below. They also provide a range of specific guidance relating to sectors of work.

Residual current device

A residual current device (RCD) detects some, but not all, faults in the electrical system. It then quickly breaks the electrical supply.

The most effective place to have an RCD is built directly into the main electrical supply or socket. This means that the supply cables are permanently protected. An alternative is to use a plug that has a built in RCD or a plug-in RCD adaptor. Use the test button regularly to make sure the RCD is working properly. Consult your supervisor if you are unsure of using protective equipment supplied on a contract.

5.0 Electrical safety legislation

Electricity at Work Regulations (1989)

The Electricity at Work Regulations apply to all aspects of the use of electricity within the workplace. They place duties on employers, employees and the self-employed to prevent danger.

Duty holders must

- have the electrical systems constructed in a way that prevents any risks or danger.
- maintain the electrical systems as necessary to prevent danger (including a 5-year fixed installation inspection),
- carry out work on electrical systems carried out in a way that prevents danger.
- Electrical equipment used in hazardous environments must be constructed or protected to prevent it becoming dangerous. This includes.
 - extremes of weather,
 - extremes of temperature, and corrosive conditions.

Employees should only work on or with electrical equipment if they have suitable.

- training,
- knowledge,
- experience, and
- supervision.

The Health and Safety Executive (HSE) have guidance you can download on the Electricity at Work Regulations.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) advise that the following incidents must be reported.

- Electrical short circuit or overload causing fire or explosion.
- Plant or equipment meeting overhead power lines.

You should also report injury to team members due to an electric shock or electrical burn that leads to.

- unconsciousness,
- requiring resuscitation, or
- admittance to hospital.

Safety Signs and Signals Regulations 1996

The Health and Safety (Safety Signs and Signals) Regulations place duties on employers, duty holders and others who have responsibility for the control of work sites and premises and provide guidance on correct signage and non-verbal communication methods.

Wiring

The Institution of Engineering and Technology Wiring Regulations British Standard 7671, Requirements for electrical installations provide information for installers.

Further Ref: BS 7671 *Requirements for Electrical Installations. IET Wiring Regulations. Eighteenth edition*

Links:

The Electricity at Work Regulations 1989

<http://www.hse.gov.uk/pubns/books/hsr25.htm>

Maintaining portable electrical equipment

<http://www.hse.gov.uk/pubns/books/hsg107.htm>.

Maintaining portable electric equipment in low-risk environments

<http://www.hse.gov.uk/pubns/indg236.htm>.

The Housing (Scotland) Act 2014,

<http://www.legislation.gov.uk/asp/2014/14/contents/enacted>

Section 6 **Asbestos** [Control of Asbestos Regulations 2012](#)

Subject Information

Asbestos

Any concerns regarding presumed asbestos or asbestos identified can be addressed by contacting the compliance Manager in the first instance or any member of the compliance team and by using the health and safety inbox healthandsafety@sbha.org.uk

Do not work too near, remove, or disturb any presumed or identified asbestos without prior approval from your immediate line manager or the compliance Manager. All Leaders need to seek approval of any licenced ACM removal requests from the Compliance Manager or External Contracts Manager with full documentation and photographs of proposal to the asbestos@sbha.org.uk inbox.

Once approved, the Compliance Manager or External Contracts Manager shall ensure any authorisation for licenced ACM removal is forwarded to the principal designer, Asbestos removal contractor and asbestos surveyors. Once any removal has taken place, the asbestos contractor

shall provide all necessary documentation to the surveyors to allow an amended asbestos survey to be issued and the asbestos portal updated.

Asbestos is not a single type of material – rather, it refers to a group of materials that share the same fibrous nature – ‘**White** Asbestos’ (Chrysotile), ‘**Blue** Asbestos’ (Crocidolite) and ‘**Brown** Asbestos’ (Amosite).

Large amounts of asbestos were used in new and refurbished buildings before 2000. Blue (crocidolite) and brown (amosite) asbestos were banned by law in 1985. Removal of certain asbestos from buildings is quite complex/hazardous and must be undertaken by a licensed contractor.

When materials that contain asbestos are disturbed or damaged, fibres can be released into the air. When these fibres are inhaled, they can cause serious diseases. These diseases will not affect you immediately; they often take a long time to develop, but once diagnosed, it is often too late to do anything.

Law: [Control of Asbestos Regulations 2012. Approved Code of Practice and guidance](#)

Further information: <http://www.hse.gov.uk/asbestos/>

Asbestos Hazards and Types
(2 presentations)



Duty Holder

The duty holder is the employer or body responsible for the maintenance of the workplace. Under general health and safety law they must, as far as is reasonably practical, ensure the health and safety of employees, and take reasonable steps to ensure that non-employees (e.g., customers, visitors, etc. are not exposed to risks.

They must assess the risks of exposure to asbestos as they would any other hazard. In addition, the Control of Asbestos Regulations 2012 explains to duty holders what they must do to manage asbestos contained in the workplaces they are responsible for.

Duty Holders must maintain an asbestos register based on any up-to-date asbestos management surveys to locate any asbestos containing materials (ACMs). The duty holder themselves can conduct the asbestos survey if the premises are simple and straightforward. Otherwise, a surveyor is needed. Once complete, records must be kept for 40 years or, if the business ceases to operate, offered to their workers (this includes all current and previous employees) or the HSE.

The regulations also say the duty holder must:

- When wanting to do any building or maintenance work on premises, plant or equipment that may contain asbestos, identify where the asbestos is, its type and condition. They must then assess, manage, and control the risk.
- Where existing ACMs are sealed and in good condition, ensure they are not damaged or disturbed, and their condition is monitored and managed.
- Ensure anyone using or working on the premises is protected from the risks to health that exposure to asbestos causes.
- Ensure anyone liable to be exposed to asbestos fibres at work receives adequate information, instruction, and training. This should include the properties of asbestos, its health effects, type of products or materials likely to contain it and operations which could cause exposure.
- Ensure all licensed work is done by a licensed contractor. This work includes most asbestos removal, all work with sprayed asbestos coatings and asbestos lagging, and most work with AIB.

Asbestos-containing materials (ACM) are either known to contain asbestos or presumed to contain asbestos.

The purpose of surveying is to make a 'materials assessment' –

- To find ACM and record what it is, where it is and how much there is.
- To record how accessible it is, its condition, and any surface treatment.
- To record the asbestos type, by sampling or by presuming.

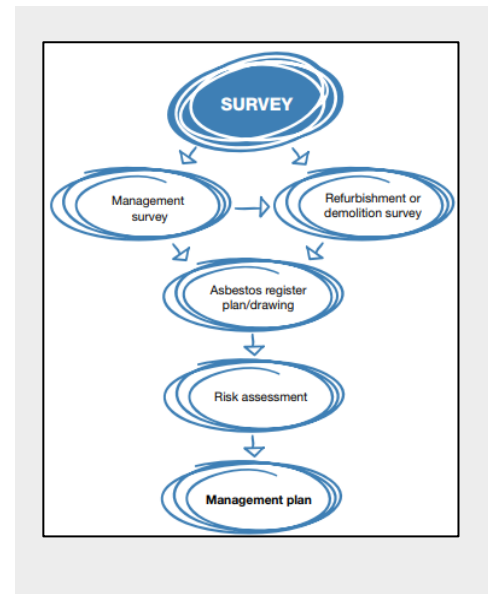
Types of survey

The duty-holder, building owner, employer and surveyor need to be clear on the type of survey needed, where the survey is needed, and what records should result.

There are two types of survey for ACM: -

- **Management Survey**

The Management Survey purpose is required to manage ACM during the normal occupation and use of premises. The duty-holder can undertake a Management Survey where the premises are simple and straightforward. Otherwise, a surveyor is needed.



A management survey aims to ensure that:

- nobody is harmed by the continuing presence of ACM in the premises or equipment.
- that the ACM remain in good condition where present
- that nobody disturbs it accidentally

The Survey must locate ACM that could be damaged or disturbed by normal activities, by foreseeable maintenance, or by installing new equipment. It involves minor intrusion and minor asbestos disturbance to make a Materials Assessment. This shows the ability of ACM, if disturbed, to release fibres into the air. It guides the client in prioritising any remedial work.

- **A Refurbishment / Demolition Survey.**

A Refurbishment / demolition Survey aims to ensure that: nobody will be harmed by work on ACM in the premises or equipment. It is required where the premises, or part of it, need upgrading, refurbishment, or demolition.

Normally, a surveyor is needed for refurbishment/demolition Surveys to ensure such work will be done by the right contractor in the right way. The Survey must locate and identify all ACM before any structural work begins at any relevant stated locations or on stated equipment at the premises. It may involve destructive inspection and asbestos disturbance. The area surveyed must be vacated, and certified 'fit for reoccupation' after the survey following guidance from the certified removal contractor.

SBHA will undertake suitable asbestos management surveys, using competent surveyors, on buildings built before 2000 and where asbestos features within the building will form a management plan with leaseholders and managed houses. Where any demolition, (or partial demolition) upgrading, or refurbishment is anticipated a refurbishment/demolition survey will be conducted.

Section 7 Damp, condensation and mould

Damp and mould can be a serious problem for our tenants' homes and health. It affects almost one in five homes in the UK no matter the age of the property. Damp and mould needs treating quickly as it can make asthma and other respiratory illnesses worse due to inhalation of mould spores.

SBHA take damp and mould very seriously. It's important to advise tenants to let us know if they see signs of damp or mould in their homes. SBHA are committed to identifying the cause, treat the issue and follow up to ensure that the steps taken have been effective.

In some cases, there may also be some steps tenants can take to help reduce moisture in their homes and avoid the risk of damp and mould forming. SBHA has a robust policy on Damp Mould and Condensation to address these issues.

1.0 Introduction

1.1 The Damp and mould policy has been developed to give a consistent and informed approach to ensuring that Tenants live in warm, safe, and comfortable homes. Damp, mould and condensation are issues which can have a serious impact on the health and well-being of our tenants, and cause damage to homes.

- 1.2 SBHA is committed to a proactive, zero-tolerance approach to damp, mould and condensation. This will be achieved by developing and implementing processes to prevent, assess, reporting on, and give advice and take actions to support tenants experiencing damp, mould and condensation.
- 1.3 Damp, mould and condensation can occur in a range of circumstances, types, size, age and location of properties. More information on causes, prevention and repair can be found on the website and in SBHA damp and mould leaflets.

2.0 Objectives

- 2.1 The purpose of the policy is to contribute to the efficient and effective management of SBHA's properties.
- 2.2 SBHA will seek to ensure that Tenants live in warm, safe, comfortable homes by:
- Providing dry, warm, healthy, and safe homes which are free from any hazards.
 - Providing a supportive, empathetic, informed response when concerns about damp, mould and condensation are reported.
 - Developing our people to be able identify the signs and causes of damp, mould, and condensation and how these can be remedied.
 - Carrying out appropriate investigation to identify the cause of damp, mould, or condensation.
 - Ensuring the Officer inspecting and addressing any issues provides clear and frequent communication about any actions that are required, providing a direct point of contact for the Tenant.
 - Working in partnership with contractors and tenants to identify the cause of these issues and providing support to tenants to make positive changes to reduce moisture levels.
 - Carrying out any remedial works required as quickly and efficiently as possible.
 - Protecting homes from deterioration and damage resulting from, or contributing to damp, mould and condensation.
 - Monitoring to identify which properties are more at risk of moisture issues and take responsive or preventative action as required.
 - Using asset and Tenant insight to design our investment programmes.
 - Making use of technology to help tenants to understand and manage their homes and to understand the cause and solution to moisture issues.
 - Where required provide/in partnership provide a range of wraparound services designed to support Tenants in their homes to prevent damp and mould.

3. Related Policies & Guidance

- 3.1 The policy should be considered along with the following:

- Repairs and Maintenance Standards
- Estate Management Policy
- Customer Service Standards
- Asbestos Policy
- Health and Safety Policy
- Wellbeing Framework
- Decant & Home Loss Policy
- SFHA Guidance – Putting Safety First

4.0 Legislation

- 4.1 The Policy has been developed to ensure compliance with the following legislation and regulatory requirements:
- Housing Scotland Act 2014
 - Scottish Housing Quality Standards (SHQS)
 - Energy Efficiency Standards in Social Housing (EESH)

5.0 Reporting Process

5.1 Tenants should report any concerns about damp, mould and condensation at an early stage to prevent serious problems developing.

5.2 Tenants reporting concerns about damp, mould and condensation will be treated with empathy and respect taking account of tenants' circumstances, ethnicity, vulnerability etc.

5.3 Regular contact by the Officer inspecting and dealing with any issues will be made to keep Tenants informed of progress until the matter is resolved.

5.4 SBHA team members and contractors will report any signs of damp, mould and condensation if this is seen within any home during their visit and advise the Tenant that they are reporting the issue so an assessment can be made to address any issues which are causing the damp/mould. This will be done in a manner which does not leave the Tenant feeling blamed for any issues identified.

5.5 SBHA may ask for further information about the tenants' circumstances and details of the issues causing concern when reports are made to determine the most appropriate response.

6.0 Training

6.1 Our people and contractors will be provided with training to:

- Provide advice and support to Tenants who report damp, mould, and condensation in their homes.
- Identify the cause and arrange works to resolve matters.
- Provide access to support and resources for tenants to make positive changes in their homes to reduce moisture levels.

7.0 Investigation and Action

7.1 An Officer will visit to inspect the cause of the damp, mould or condensation in the tenant's home. In some cases, a specialist contractor may be required to help identify the cause and suggest works to resolve matters.

7.2 Tenants will be advised how SBHA and tenants can work together to improve the situation e.g. offering advice on reducing moisture levels and basic energy efficiency advice where appropriate, with more complex cases being referred to SBHA's Warm & Well Co-ordinator for further advice and assistance.

7.3 Where works are required, we aim to carry these out in line with repairing timescales, however major works may be required to be programmed. It may not always be possible for tenants to remain in their home while works are carried out and, if required, appropriate decant arrangements should be discussed with the tenant where this situation arises. Works will be carried out irrespective of any dispute or claim raised by the tenant in relation to the damp and/or mould. Where works are required and the Tenant repeatedly denies reasonable access for the works to be carried out, SBHA may give the Tenant 24 hours of a controlled gain entry to undertake the works. The Tenant may be re-charged the costs of the controlled gain entry.

7.4 Tenants will receive updates on the outcome of the inspection and regular updates on how and when works will be carried out. It is the responsibility of the Officer carrying out the inspection to ensure communication with the Tenant.

7.5 A follow-up inspection will be arranged to assess whether action taken has been effective within 3 months of the work being completed. If the works are found not to be effective further works will be considered and post inspections will continue every 3 months until the issue is resolved.

7.6 All empty homes will undergo a damp inspection as part of the empty homes process and any resulting works completed prior to let.

8.0 Preventative Works

- 8.1 SBHA will take action to identify homes that have, or may be at risk of developing, problems with damp and mould. We will use information about our homes and tenants to help us understand risks in relation to damp and mould.
- 8.2 SBHA will develop and deliver a programme of inspections and cyclical works to carry out repairs and maintenance which could contribute to preventing damp, mould and condensation from arising.

9.0 Insight and Technology

- 9.1 Information from our complaints, responsive, cyclical, and planned repairs and maintenance activities will be used to identify trends where particular property types or areas are experiencing moisture related issues. This information will be used to ensure that improvement works such as replacement heating, windows and doors are designed to keep homes safe and dry. Any lessons learned from complaints and/or complaint themes will be used to consider changes to policy, procedures, and approach.
- 9.2 There is a range of information and technology available to help prevent and assess problems with damp, mould and condensation. SBHA may make use of this to address damp and mould in our homes to keep them free from disrepair and support tenants to understand how to make positive changes. The use of smart technology will be considered which can be used to monitor temperature and humidity levels remotely to identify where and when issues occur so pro-active action can be taken to prevent or resolve issues.
- 9.3 Damp meters will be used during inspections to identify the extent and location of moisture. Other equipment such as thermal imaging cameras can be used to assist with diagnosis of problems and remedies are deemed appropriate.

10.0 Roles and Responsibilities

- Director of Property Services will make sure that there is a robust policy, procedure, and framework in place to fulfil SBHA's responsibility as a landlord.
- Assets Planning Lead is responsible for identifying types of properties at increased risk of damp and mould and determine programmes of work required to pro-actively prevent damp and mould and ensuring stock surveys report on any issues as part of SHQS.
- Head of Programme and Delivery will ensure that policy and procedures are implemented and that team members are provided with appropriate training to carry out their duties in respect of damp and mould and provide assurance that the approach taken is being followed and is effective.
- Repairs & Maintenance Manager will manage the monitoring, delivery, management, and reporting of works to resolve damp and mould issues identified.
- Property Officers will provide a professional and courteous service ensuring that the cause of damp, mould and condensation are fully investigated and followed up to conclusion and tenants are kept informed of timescales and progress.
- Solutions Team will act as a first point of contact for reporting ensuring relevant information is provided to officers and initial advice and information is provided to Tenants.
- All Team Members and Contractors will notify the solutions team of any damp and mould issues they see in homes during their visits.

Section 8 Water Quality & Legionella

Subject Information

1. Introduction

1.1 **What is Legionellosis (Legionnaires Disease)** - Legionnaires' disease is a potentially fatal form of pneumonia. It is caused by the bacterium 'Legionella Pneumophila' or related bacteria. (Henceforth referred to as 'the bacteria or Legionella bacteria'). The collective term used to cover the group of diseases caused by the bacteria is Legionellosis.

1.2 It is normally contracted by inhaling the bacteria either in the tiny droplets of water (aerosols) or in the droplet nuclei (the particles left after the water has evaporated) deep into the lungs. Healthy individuals may develop the disease as well as those more at risk such as the elderly, smokers, alcoholics and those with cancer, diabetes and respiratory or kidney problems.

1.3 **Where are the Bacteria found** - The bacteria are common and can be found in almost all hot & cold-water systems, storage calorifiers, boilers, dead-end pipework, including places where water is not used frequently and is allowed to stagnate. The bacteria favour water temperatures in the range of 20-45°C to grow and multiply. Bacteria growth and proliferation is not likely below 20°C, and they will not survive above 60°C.

2. Scope

2.1 The main aim of this procedure is for SBHA to ensure the safety of its customers, contractors, and employees by minimising the risk of exposure to Legionella bacteria.

'It is SBHA's policy to properly maintain our water systems to prevent the growth of legionella bacteria'.

2.2 This document sets out how SBHA manages and controls the risks from Legionella in water systems found in its properties, including our amenity schemes, the communal areas of supported housing complexes and our general needs properties. This policy does not cover leaseholder's properties, unless they are affected by a shared water system, over which SBHA has responsibility.

3. The Duty to Manage Legionella

3.1 The Health and Safety at Work etc Act 1974 places general duties on employers and premises owners to ensure, in so far as is reasonably practicable, the health, safety and welfare of employees and others who may be affected by their activities.

3.2 More specific requirements, relating to the control of Legionella bacteria are found in the following documents:

- Control of Substances Hazardous to Health Regulations 2002 (ACoP L5) [Control of substances hazardous to health \(Sixth edition\) - L5 \(hse.gov.uk\)](#)
- HSE's Approved Code of Practice and Guidance 'The control of Legionella bacteria in water systems' (ACoP L8:2000) [Legionnaires' disease. The control of legionella bacteria in water systems \(hse.gov.uk\)](#)
- Legionnaires' disease- Technical guidance (HSG274)
- Scottish Water Byelaws 2004.

3.3 The HSE Approved Code of Practice states that "where there is a means of creating and transmitting water droplets that may be inhaled, and the premises have a hot and cold-water system, then there is a reasonably foreseeable risk of exposure to Legionella bacteria".

3.4 SBHA is committed to managing and minimising the risks associated with Legionella bacteria. In accordance with the requirements of the Approved Code of Practice we will:

- Identify and assess the risks.
- Prevent or control the risk where possible.
- Appoint responsible people to manage the risks.
- Keep thorough records.

4. Legionella Risk Assessments

4.1 A risk assessment shall be undertaken of water storage tanks, calorifiers and associated pipework which are susceptible to colonisation by Legionella bacteria.

4.2 SBHA will use a competent contractor to carry out its initial Legionella risk assessments.

4.3 The completed risk assessments make recommendations for remedial works required to the domestic hot and cold-water systems to comply with the ACoP (L8).

4.4 Examples of the type of remedial works include:

- Cleaning and disinfecting of tanks.
- Fitting of lids and lid vents.
- Replacing tanks if required.
- Fitting of anti-stratification pumps.
- Removal of dead legs.
- Insulation to pipe work/ tanks.
- Rodent screens to overflow pipes.

- Sterilisation/ Chlorination of system if required.

4.5 These recommendations are prioritised in the risk assessment as Category 1 (high), Category 2 (medium) or Category 3 (low) with associated timescales as to when the work should be completed. These time scales are.

1 - High Risk

Requires Immediate Action. Where this is not possible, regular disinfection and temperature monitoring regime to be adopted until period of rectification)

2 - Medium Risk

Requires action within 3 months

3 - Low Risk

Requires action within 6 months

4.6 The purpose of this work prioritisation is to indicate to the Legionella Responsible Person and scheme responsible person an approximate time scale for monitoring, maintaining, and executing remedial works to the domestic hot and cold-water system.

4.7 These risk assessments will be reviewed regularly (at least every two years), or whenever there is reason to suspect that they are no longer valid.

5. Prevention and Control

5.1 Wherever practicable, SBHA will aim to remove the potential source of future contamination by removing cold water storage tanks and gradually replace storage tank water systems with combination boilers.

5.2 Where we have short term voids (less than 21 days) we will flush through the system on a weekly basis and once again no sooner than 72 hrs before reoccupation.

5.3 Where we have voids expected to last more than 21 days, we will drain down the hot and cold-water systems within 72 hours of the property becoming empty. We will refill and flush through the hot and cold-water systems no sooner than 72 hrs before reoccupation.

5.4 Part of the void checks will be to ensure that where a bypass is not feasible the water tank is of an approved type, is clean, has a lid and is adequately supported.

5.5 Where we cannot remove the risk, we will control it as far as possible in line with the Approved Code of Practice by doing the following:

- Ensuring that the release of water spray is properly controlled.
- Avoiding water temperatures and conditions that favour the growth of Legionella and other micro-organisms.
- Ensuring water cannot stagnate anywhere in the system by keeping pipe lengths as short as possible or by removing redundant pipe work (dead legs).
- Avoiding materials that encourage the growth of Legionella.
- Keeping the system and the water in it clean.

5.6 Our preferred means of controlling Legionella in all our properties is by storing hot water above 60°C and distributing it at 50°C, and by keeping cold water supplies below 20°C.

- 5.7 In general needs housing, it is impractical for SBHA to carry out the regular weekly and monthly checks required to ensure complete safety from Legionellosis. We will publicise to residents the importance of carrying out such checks through our regular newsletter and tenant's handbook.
- 5.8 In any properties where there is a common water supply, including our amenity schemes, we will implement regular checks and maintenance in line with the ACoP (L8) to ensure systems are correctly used and maintained through regular documented inspection and cleansing routines. This includes: ‘
- Testing and recording of water temperatures (to ensure hot water is stored at 60°C and distributed at 50°C, and cold water stored and distributed at less than 20°C).
 - Cleaning, de-scaling or replacing of shower heads and taps, and general cleaning of the water system.
 - Legionella sampling.
- 5.9 These checks will be carried out by a responsible and adequately trained contractor.
- 5.10 If during testing of water temperatures, it is found that temperatures are not in line with set parameters then this is to be reported to SBHA's Legionella Responsible Person /Compliance Coordinator.
- 5.11 Legionella sampling is carried out by a suitably qualified/certified contractor. If a sample is found to contain higher than normal levels of Legionella bacteria, they will notify the Legionella Responsible Person immediately by telephone and offer advice on the procedures to be followed. These are summarised below and will depend on the levels of Legionella bacteria found. Levels are expressed in colony forming units per litre (cfu/litre).
- 5.12 **A cfu count of more than 100 but less than 1000.**
- If only one or two samples are positive, resample. If a similar count is obtained on the resample, review the control measures and the risk assessment to identify any remedial actions.
 - If most of the samples are positive, low-level colonisation of the system is possible. Disinfection should be considered, but an immediate review of the control measures and risk assessment should be undertaken to identify any remedial actions.
- 5.13 **A cfu count of more than 1000.**
- Resample and carry out an immediate review of the control measures and risk assessment to identify any remedial actions, including possible disinfection of the system.
- 5.14 SBHA Compliance Coordinator should be notified of the results.
- 6. Competency and Training**
- 6.1 SBHA will appoint a Legionella Responsible Person whose principal duty will be to ensure that the water systems in all SBHA's properties are fully compliant with the Legionella ACoP (L8). The appointed person will be provided with the necessary resources and authority to allow them to fulfil that role.
- 6.2 The appointed person will also be required to attend a Legionella Responsible Person training course, delivered by training providers who are members of the Legionella Control Association (LCA).

- 6.3 A record of all training completed will be kept on file.
- 6.4 We will only appoint competent contractors who are members of the Legionella Control Association (LCA) to carry out any Legionella sampling and monitoring. An external competent organisation will be appointed by the Legionella Responsible Person to undertake an audit of SBHA's management processes every 3 years.

7. Records

- 7.1 Where a Legionella risk assessment has been carried out, the assessment and a suitable logbook shall be held in a location to be agreed by SBHA.
- 7.2 The site logbook will contain the following information:
- Full site address.
 - Name of site contact (Managerial)
 - Name of risk assessor and the company name.
 - Name of responsible person for SBHA.
 - Date of assessment.
 - Schematic drawing of water storage tanks and associated pipework.
 - Photographic evidence of any pipework defects, condition of water tanks, calorifiers.
 - Details of microbiological sample results.
 - Detail of operation, relevant to controlling the risk.
 - Controls to be implemented complete with schedule.
- 7.3 All results from any monitoring regime will be inserted into the site logbook along with details of any maintenance carried out.
- 7.4 We will keep a record of the significant findings of each risk assessment as well as the results of routine monitoring for a minimum of five years.
- 7.5 A copy of the Legionella risk assessment shall be given to SBHA Legionella Responsible Person to be held on file.

8. Action in the Event of an Outbreak

- 8.1 In Scotland, Legionellosis (i.e., all diseases caused by Legionella Pneumophila) is notifiable under the Public Health (Notification of Infectious Disease) (Scotland) Regulations 1988.
- 8.2 Person(s) suspected of symptoms of Legionella Pneumophila must be confirmed as a case by a General Practitioner. Any case (either customer or team members) confirmed as such must be reported immediately to SBHA Compliance Coordinator and any member of the Executive Management Team.

9. References

- 9.1 L5 - Control of Substances Hazardous to Health Regulations.
<http://www.hse.gov.uk/pubns/books/l5.htm>
- 9.2 L8 - Approved Code of Practice and Guidance (ACoP) - The control of Legionella Pneumophila bacteria in water systems.
<http://www.hse.gov.uk/pubns/books/l8.htm>
- 9.3 HSG274 - Legionnaires' disease, technical guidance.
<http://www.hse.gov.uk/pubns/books/hsg274.htm>

Section 9 Health and Safety Performance Monitoring

Subject Information

Workplace health and safety inspections help identify both the unsafe acts and unsafe conditions that can lead to accidents occurring. Health and Safety Performance Monitoring is managed through periodic audits and Inspections. Health and safety systems can be subject to examination by external stakeholders, including independent health and safety audit organisations, customers or enforcing authorities. The purpose of this section is to describe the arrangements in place for active performance monitoring, and specifically internal health and safety auditing.

1. Definitions

Workplace H&S Internal /External Audits: The HSE defines a health and safety audit as “The systematic examination to determine whether activities and related results conform to planned arrangements and whether these arrangements are implemented effectively and are suitable for achieving the organisation’s policy and objectives”. The overall aim of this procedure is therefore to review and evaluate the performance and effectiveness of SBHA’s Safety Management System (SMS).

- 1.1. Performance measuring and monitoring can be both active and reactive.
- 1.2. **Reactive monitoring** - looks at accidents, ill health, and other incidents, and provides an opportunity for identifying and correcting deficiencies after an event has occurred. Whilst reactive monitoring is important, we should not wait for things to go wrong before we assess if the measures in place are adequate. We have other procedures that cover this side of performance monitoring.
- 1.3. **Active monitoring** - provides us with feedback on our current performance to allow us to take positive action, if necessary, to prevent an accident, incident, or ill health from occurring.
- 1.4. Both active and reactive monitoring are important elements of our SMS. However, an additional benefit from active monitoring is that it can also allow us to measure success and reinforces positive achievement.

2. Workplace and construction Inspections

Except for construction related projects where the risks are higher, any Workplace (premises) inspections should form, and be seen as, part of the normal management of premises. The relevant Leader should ensure regular visual 'walk around' inspections periodically take place to ensure there are no obvious non-compliances, or risks. Documentation is required where any risks for any action needing addressed. Fully documented General Health and Safety Inspections should be undertaken yearly for the purposes of maintaining legislative standards and reported to the relevant SBHA leaders, Compliance Manager and audit where required. SBHA carry out an annual workplace inspection as part of the fire risk assessment undertaken by a third-party Inspector.

Where there is construction related projects, the relevant Client management team (Development or Assets/Property Services) must fulfil the requirements of the current CDM to have safe sites and workplaces. The project supervising officer (where on Internal projects) should carry out regular visual 'walk around' inspection periodically to ensure there are no obvious non-compliances. Documentation is required where there are any risks for action needing addressed and forwarded to the Principal Designer as part of the H&S documentation. A documented audit/Inspection should be carried out frequently as agreed on a project basis, of the workplace and welfare facilities to log good practice and a reference point for any Internal health and safety Audit or non-compliance visits by the compliance team or third part Inspectors.

Where there are Specific Development projects or Development sites not yet under construction within SBHA responsibility, the Development team will assume client role and give Senior Management Team assurance that the duty holder role is fulfilled by appointing a competent Design team and Principal contractor to manage the health and safety risks to those sites.

Under current CDM regulations, SBHA is the principal officer responsible for Health and Safety on site. SBHA fulfils its obligations by (a) appointing a Principal Designer and (b) appointing a competent Principal Contractor. The Principal Contractor will prepare a construction phase Health and Safety Plan which will set out their proposals for managing Health and Safety on site. The Principal Designer will review and assess the plan to ascertain that the contractor will have safe systems of work in place throughout the construction phase.

SBHA will monitor the delivery of the construction phase Health and Safety Plan via monthly contractors reports where the Contractor will give assurance on Health and Safety and update on any incidents on site. SBHA's Clerk of works will also visit the site periodically and observe whether Health and Safety protocols are being followed and will report where they identify contraventions.

External Health and Safety Inspections / Audit by Enforcing Authorities or Contracted Health and Safety Auditors

Health and safety inspections by enforcing authorities or external safety auditors can occur without prior notice and can be a distressing experience. However, if your premises are run in a safe manner and documents are in place, you really have nothing to worry about. Local Environmental health officers are there to promote good practice. The purpose of an inspection is:

- to ensure that your business is fully compliant with current health and safety legislation.
- to offer you advice on improving your safe working practices and mitigating risks.

Enforcement Inspectors have the power to:

- Inspect a premise without notice.
- Take samples, photographs and examine records.

- Serve Improvement and Prohibition notices where breaches of the law are identified.
- In more serious cases, conduct a prosecution.

While most of the requirements of workplaces are common sense matters, there are numerous responsibilities that you may not immediately consider. For example, it is vital that you keep accurate and comprehensive records in your business, this is a legal obligation and will be assessed by the inspector.

Fire Safety Officer

The Fire Safety Officer can audit at any time (see Fire Safety Section for powers of inspectors) but may attend because of a fire incident to unwanted fire alarm signal from your premises. The fire officer will discuss the incident and make suggestions on best practice for similar occurrences.

Responsibilities of each Service area

Leaders and Coordinators will be responsible for their own service area Health & Safety management arrangements, and as such must be able to demonstrate and satisfy under audit that the implementation of policies and procedures are adequate and in compliance with SBHA's Safety Management System, and Statutory and Mandatory H&S requirements.

Compliance Manager - Will have overall accountability and responsibility for implementing any project Audit procedure and establishing a health and safety audit programme. The Compliance Manager will also act as the lead auditor and be responsible for planning, organising and completing all SBHA internal H&S audits to ensure Compliance Plus.

External Auditors & Compliance Team Audits

SBHA will carry out annual audits of the health and safety management system and any policies, procedures or documentation that is used to provide robust workplace and people safety. These will be complimented by periodic auditing of service area practices, procedures being followed, and review of documentation used for the management of safety.

A Health and Safety audit cannot look at every element of a system, and so sampling is important. Our Health and Safety Audits will be sample audits, meaning that it will examine only specific parts of our Safety Management System. This will form the audit scope, which will be prepared for each audit and issued to the auditee prior to the programmed date of the audit. The audit scope shall clearly identify which parts of the SMS are to be included in the audit and which parts are to be omitted. However, if, during an audit, a non-conformance is noted out-with the audit scope and the non-conformance is of a serious nature then that non-conformance will be recorded in the audit report.

The audit scope can be changed each year to focus on specific areas, which might arise because of accident and incident trends, risk assessment findings, or a change in legislation. Each year, the audit scope for each service to be audited shall be proposed/prepared by the Compliance Manager and agreed with the Strategic lead for Health and Safety Director of Property Services.

Each Health and Safety Audit shall record, where identified, all Non-Conformances with Statutory and Mandatory requirements, and any Observations or recommendations for improvement.

Non-compliances - are classified as any action, procedure, document, or item not meeting or complying with Statutory and/or Mandatory procedures or requirements.

Where identified, a Non-Conformance (NC) will be recorded in the audit report for that service/team/area along with the proposed corrective action and a target date for completion

of that action shall be agreed at the time of the audit and recorded. It should be noted that compliance with the requirements of an NC is Mandatory under SBHA's SMS.

Where an NC has been written against an audit, the action noted in the NC shall be automatically added to SBHA's Health and Safety Non-compliance Register – This will form part of the Compliance Leader's report to the executive Team and will be reviewed at their monthly meetings. All such NCs shall remain on the register until they are satisfactorily completed and verified as complete by the Compliance Manager.

Observations/Recommendations - are classified as potential non-conformances or less serious breaches of Statutory and/or Mandatory requirements, or weaknesses in the management of Health & Safety, where immediate action can be taken for improvement.

Where identified, an Observation/Recommendation (OR) will be recorded in the audit report for that service/team/area. The proposed corrective action and a target date for completion of that action shall be agreed at the time of the audit and recorded. This will also be added to the action plan register and reviewed by the EMT at their monthly meetings. These can be verified as complete and removed from the register by the compliance Manager, so that only outstanding ORs are reviewed by the EMT.

Section 10 Construction (Design and Management) - [Construction \(Design and Management\) Regulations 2015](#)

Subject Information

The Construction (Design & Management) Regulations (CDM 2015) are the main set of regulations for managing the health, safety, and welfare of construction projects.

CDM applies to **all** building and construction work (both commercial and domestic) and includes new build, demolition, refurbishment, extensions, conversions, repair, and maintenance regardless of size or cost of a project. For some construction work (lasting longer than 30 days with more than 20 workers working at the same time, or involving 500-person days of work), the client needs to notify HSE of the project as soon as possible <https://www.hse.gov.uk/forms/notification/f10.htm> before construction work starts. In practice, clients may request someone else to do this on their behalf.

SBHA will have a client role under these regulations and must participate fully with the **Principal Designer** (and/or **Designer**), **Principal Contractor** (and or **contractors**) and **Workers**. Click this link [Construction - Construction \(Design and Management\) Regulations 2015 - What do I need to do? \(hse.gov.uk\)](#) for responsibilities of the various roles.

Where SBHA are **Principal Contractors** (when there's more than one contractor involved) or just a contractor on any project they must apply all the requirements of their role, as outlined in the CDM 2015 - A principal contractor is appointed in writing by the client to plan, manage, monitor and coordinate health and safety during the construction phase of a project .When appointing contractors SBHA Client will ensure all contractors and workers on site have the necessary skills, knowledge, training and experience for the work they are carrying out.

SBHA may assume the role of Client and Principal Designer where minor works are required and a straightforward project is envisaged with minor risks identified. The compliance team should be consulted for assistance if there is any doubt that they have not sufficient knowledge, experience and ability to fully carry out the client or principal designer role. <https://www.hse.gov.uk/construction/cdm/2015/designers.htm>

Permit to Work Systems

SBHA operates a 'Permit to Work' system on specific projects and under certain conditions—limiting the access to specific locations at various periods (contact the compliance Manager for details. It is a requirement of SBHA for employees to fully comply with any health and safety direction given under the permit. Clients may also issue 'Control of Contractors' guidance

notes detailing specific safety requirements on site. SBHA will comply fully with this guidance. It would be considered a disciplinary event to deviate from this instruction. An example of a permit to work is a Hot Works Permit.

CDM 2015 - To view a short explanatory video (courtesy of the CIBT)



Permits to Work - To view a short explanatory video (courtesy of the IMCA)



Subject Information

SBHA have a legislative duty to consult with employees, or their representatives, on health and safety matters. The law sets out how employees must be consulted in different situations and the different choices employers must make. These regulations will apply to most workplaces.

SBHA should encourage the provision of a safety representative to represent the employee's views with regards health and safety issues. Additionally, regular meetings from the Compliance team with this rep will allow greater partnership working and enhance SBHA safety (see the link above for greater detail).

Communication

All information relating to the health & safety management system is available to employees.

This includes (but is not limited to):

- ✓ health and safety policy.
- ✓ new or changes in Health and Safety legislation.
- ✓ roles and responsibilities; and
- ✓ risk assessments (including COSHH).

Employee Feedback

All health and safety concerns / improvement ideas, etc. from employees are investigated (where practicable) and considered by SBHA management. It is encouraged that all employees use the designated email inbox healthandsafety@sbha.org.uk to inform the Compliance Team of any issues needing addressed or feedback on processes to facilitate discussions and any changes required.

Consultation

In workplaces where the employer recognises trade unions and trade unions are recognised for collective bargaining purposes, the Safety Representatives and Safety Committees Regulations 1977 (as amended) will apply. In workplaces where employees are not in a trade union and/or the employer does not recognise the trade union, or the trade union does not represent those employees not in the trade union, the Health and Safety (Consultation with Employees) Regulations 1996 (as amended) will apply.

What to consult about: -

- the introduction of any measure which may substantially affect their health and safety at work, e.g., the introduction of new equipment or new systems of work, such as the speed of a process line or shiftwork arrangements.
- arrangements for getting competent people to help them comply with health and safety laws (a competent person is someone who has the necessary knowledge, skills, and experience to help an employer meet the requirements of health and safety law).
- the information you must give your employees on the risks and dangers arising from their work, measures to reduce or get rid of these risks and what employees should do if they are exposed to a risk.
- the planning and organisation of health and safety training; and
- the health and safety consequences of introducing new technology.

Consultation should be regarded as an extremely useful tool for the development of Health and Safety. By listening to employees and addressing issues SBHA will continue to develop as both an employer of choice.

Subject Information



The Control of Substances Hazardous to Health (COSHH) regulations provide a framework within which SBHA, as the employer, can protect all its employees, contractors, public, etc. against health risks from hazardous substances. Employees must all be aware that such substances include everything from paint, cleaning materials and chemical agents, through to the dusts, fumes and waste products that arise from works carried out.



Introducing -
Health Risks
at Work

Products/substances which may be hazardous to health must be evaluated by SBHA before these are used by employees. This will be achieved by obtaining a [safety data sheet](#) from the manufacturer of the product to be used and an assessment is then to be carried out by a competent person within, or on behalf of, SBHA in accordance with the **task** to be performed and the **location** in which the substance will be used.

COSHH covers substances that are hazardous to health. Substances can take many forms and include:

- chemicals
- products containing chemicals.
- fumes
- dusts
- vapours
- mists
- nanotechnology
- gases and asphyxiating gases and
- biological agents (germs). If the packaging has any of the hazard symbols, then it is classed as a hazardous substance.
- [germs that cause diseases](#) such as leptospirosis or legionnaires disease and germs used in laboratories.

COSHH Assessment

Most substances used by SBHA will be proprietary materials. Where these have been identified, SBHA will conduct a COSHH Assessment and communicate any risks and suitable control measures to the appropriate team members.

Where team members use more complex non-proprietary substances SBHA shall use the free online COSHH assessment toolkit provided by 'Healthy Working Lives' when conducting assessments. Click this [LINK](#) to access the provision. It does not take long and is an approved methodology. Remember to attach the relevant safety data sheet to the assessment and to inform those using the substance of the assessment contents and the data sheet.

Exposure to hazardous substances most frequently occurs when:

- painting
- cleaning
- servicing
- re-fuelling
- woodworking

COSHH Training



What do the COSHH symbols mean?		
Dangerous to the environment	Toxic	Gas under pressure
Corrosive	Explosive	Flammable
Caution - used for less serious health hazards like skin irritation	Oxidising	Longer term health hazards such as carcinogenicity

Use of Hazard Substances

Any team members using hazardous substances will be trained prior to use and fully understand the information provided on the COSHH Assessment. This shall include sources of additional information, existing control measures and any personal protective equipment that may need to be worn.



Toolbox Talk Video -
Hazardous Substances

Storage

All hazardous substances will be stored in accordance with recommendations on the Safety Data Sheet. In addition to this, Flammable / Highly Flammable substances will be stored in suitable, metal containers away from any potential sources of ignition or combustible materials. Materials that constitute a hazard to the environment will be stored in suitably bunded areas. Careful storage, temporarily or permanently, of potentially hazardous substances must be ensured, i.e., tins of paint, cans of chemical paint stripper etc. must not be left on site where unauthorised persons, particularly young children, who may meet them.

Subject Information

Hand/Arm Vibration

Hand-arm vibration is vibration transmitted from work processes into workers' hands and arms. It can be caused by operating handheld power tools, such as breakers, and hand guided equipment. Excessive exposure to hand-arm vibration can lead to permanent health effects, can cause hand-arm vibration syndrome (HAVS) and carpal tunnel syndrome. HAVS affects nerves, blood vessels, muscles and the joints of the hand, wrist, and arm. It includes vibration white finger which can cause severe pain in the affected fingers. If ignored, HAVS can become disabling and is usually irreversible. This is most likely when contact with a vibrating tool or work process is a regular part of a person's job. Occasional exposure is unlikely to cause ill health.

SBHA management will assess all machinery capable of causing harmful levels of hand/arm/whole body vibration and takes steps to limit the exposure to vibration.



HSE Exposure Calculator

The calculation of exposure to vibration is complex and involves a complicated mathematical analysis. To make the process of calculation easier the HSE have created a Microsoft Excel spreadsheet where they have embedded the relevant formula into the 'HSE Exposure calculator'.

The result is an easy-to-use points-based calculation device that will work out your exposure, the limit of which should be as little as possible but less than 400 points per day in an 8-hour reference period.

HSE HAND-ARM VIBRATION EXPOSURE CALCULATOR Version 5.6 June 2019

Company name / work area: Scottish Borders Housing Association - Property Department
 Employee ID: John Smith - General refurbishment of terraced Houses (3 month project)

Tool or process name <small>Select HSE recommended 'k' values or enter your own information</small>	Vibration magnitude <small>m/s²</small>	Exposure points per hour	Time to reach EAV <small>2.5 m/s² A (8)</small>		Time to reach ELV <small>5 m/s² A (8)</small>		Exposure duration <small>hours minutes</small>	Partial exposure <small>m/s² A (8)</small>	Partial exposure points
			hours	minutes	hours	minutes			
Bosch Rot. Ham. UBH 2120RLE	10	200		30	2		15	18	50
Bosch Router GOF 1250 EC	5.5	61	1	39	6	37	45	17	45
Zoom to fit Help Reset Print (preview)								Daily exposure m/s² A (8) 2.4	Total exposure points 95
Instructions for use: Enter vibration magnitudes and exposure durations (for an individual worker or a task carried out by several workers) in the white areas. Results are displayed in the yellow areas. Information on tool types may be entered directly into the tool/process names columns, or selected from a drop-down list of HSE recommended initial data values. To clear all cells, click on the 'Reset' button. Tick the 'lock tool or process information' (checkbox box to prevent) 'Reset' clearing these cells. Additional information such as company name, worker name may be added if printing or saving the calculation. For more information, click the 'Help' button.								WARNING: Exposure potentially	
Exposure calculation by: Robert Grey Job role: supervisor								Calculation date:	

The calculator calculates partial exposures - using different vibrating tools with different exposure magnitudes and exposure times. This way an operator can keep a tally of total exposure with different tools. The calculator also indicates time to reach EAV (exposure action value). This is the total exposure time required for the individual machine or process, before the EAV (2.5 m/s² A (8) or 100 points) is reached and time to reach ELV (exposure limit value). This is the total exposure time required for the individual machine or process, before the ELV (5 m/s² A (8) or 400 points) is reached.

When inserting values from manufacturers they will also come with a 'k' value/factor – an uncertainty value that should be added to the stated emissions for the tool. From their research the HSE recommend at least 20% uncertainty factor when your estimated exposures are close to the EAV or EAL.

HAND-ARM VIBRATION OMNIRISK

Fact Sheet

'Hand-arm vibration' means mechanical vibration which is transmitted into the hands and arms during work activity.

HSE 2019

Repeated exposure to high levels of vibration is known to cause injury to workers over a period of time.

Hand-arm vibration syndrome, commonly known as HAVS, is a serious and debilitating condition and nearly

2 million people

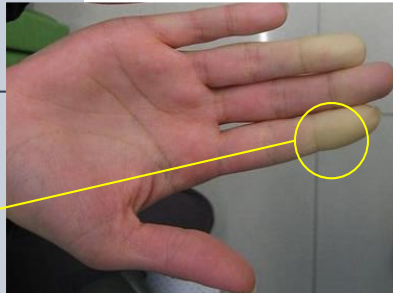
in the United Kingdom are at risk of developing it.

Symptoms

Nerve damage includes pain, tingling, numbness and reduced dexterity. Initially symptoms are intermittent, but they may become continuous if exposure to vibration continues.

Constriction of the small blood vessels in the fingers causes the fingertip or finger to **turn white** due to lack of blood supply. One or more fingers may be affected.

When rewarming, the fingers turn bright red.



Reduced grip strength, osteoporosis of the wrist or elbow, and bone cysts.

SHAKING?
Report
numbness
in fingers



SBiA
SCOTTISH BORDERS
HOUSING ASSOCIATION

Scottish Borders Housing Association
South Bridge House, Whinfield Road,
Selkirk TD7 5DT

© OmniRisk 2020

All employees are required to:

SBiA Read the approved SBHA policy on the Control of Vibration.

SBiA Apply the vibration risk assessments and safe systems of work associated with each piece of equipment.

SBiA Wear PPE at all times, as appropriate.

SBiA Never exceed the relevant vibration exposure limit (even to finish off that last piece of work!).

Report any numbness in fingers to your line manager for further investigation.

If in any doubt cease activity and consult line manager.

Hand-arm vibration can cause a range of conditions collectively known as hand-arm vibration syndrome (HAVS), as well as specific diseases such as carpal tunnel syndrome.

What are the early symptoms?

Identifying signs and symptoms at an early stage is important. It will allow you, as the employer, to take action to prevent the health effects from becoming serious for your employee. The symptoms include any combination of:

- Tingling and numbness in the fingers.
- Not being able to feel things properly.
- Loss of strength in the hands.
- Fingers going white (blanching) and becoming red and painful on recovery (particularly in the cold and wet, and probably only in the tips at first).

For some people, symptoms may appear after only a few months of exposure, but for others they may take a few years. They are likely to get worse with continued exposure to vibration and may become permanent.

What effects do these symptoms have?

The effects on people include:

- Pain, distress, and sleep disturbance.
- Inability to do fine work (e.g., assembling small components) or everyday tasks (e.g., fastening buttons)
- Reduced ability to work in cold or damp conditions (i.e., most outdoor work) which would trigger painful finger blanching attacks.
- Reduced grip strength, which might affect the ability to do work safely.
- These effects can severely limit the jobs an affected person is able to do, as well as many family and social activities.

General principles of preventing Whole-body vibration.

If employers comply with the [Control of Vibration at Work Regulations 2005](#) and follow HSE's guidance, it will help them manage the risk of back pain resulting from Whole-Body Vibration. Also, some of the requirements may be relatively straightforward and easy to implement, e.g., filling in potholes on unmade roads.

These include:

- avoiding risks
- evaluating the risks which cannot be avoided.
- combating the risks at source

- adapting the work to the individual, especially with regards to the design of workplaces, the choice of work equipment and the choice of working methods
- adapting to technical progress
- giving appropriate instructions to employees.

Control measures

These include:

- introducing working methods which eliminate or reduce exposure, e.g., minimising the transport of goods or materials or to replace manned with unmanned machines such as remotely controlled equipment.
- designing the layout of workplace sites to reduce the need to transport materials, and so reduce the WBV exposure of drivers/operators.
- providing suitable and sufficient information and training for employees
- limiting the duration and magnitude of exposure - when all reasonably practicable steps have been taken to reduce the vibration magnitude and taking account of the fact that there is no personal protective equipment available for WBV, the final resort for compliance with the exposure limit value is to limit the duration of exposure.
- ensuring the work schedules have adequate rest periods - a recommended precautionary measure is to take a short break between operating mobile machinery and manual handling of materials, to give tired muscles time to recover before handling heavy loads
- reducing exposure below the exposure limit value - you must not permit an employee to be exposed above the exposure limit value. Your programme of measures must be designed to prevent this level of exposure. If you find the exposure limit value is being exceeded, you must immediately take action to reduce exposure and to identify the reason for over exposure.

The exposure limits <https://www.hse.gov.uk/pubns/indg242.pdf>

Employers should not consider reduction below the exposure limit value to be a target – you must reduce exposure as low as you reasonably can. This may mean reducing the time for which the employee uses the machine each day, e.g., spreading that task over several days or sharing it between two or more employees (job rotation).

Occasional exposures above the exposure limit value (weekly averaging of exposure)

On very limited occasions, employers can average exposures over a week rather than over a day, but only in particular circumstances. This is primarily designed for where workers exceptionally need to carry out work causing uncommonly high vibration exposure in a single day, e.g., for emergency work. The main conditions are:

- that the person's exposure is usually below the exposure action value.
- that the risk is less than if the employee were exposed at the exposure limit value for the week.

This flexibility does not remove the duty on the employer to reduce the exposure so far as is reasonably practicable.

Employees whose health is likely to be particularly at risk.

Extra care will be needed to ensure that the exposure of those who are particularly sensitive to WBV is kept to a minimum, that they are given and take account of adequate information, instruction and training, and that symptoms of back pain are monitored.

The association accepts its duty under the Display Screen Equipment Regulations and will undertake specific risk assessments for any habitual DSE users.

This considers risks associated with the workstation, keyboard, work surface, seating, and environment but for other types of display, as outlined in the regulations. This also includes the provision of eyeglasses for users who require them for DSE purposes.

Overview

As an employer, we must protect our workers from the health risks of working with display screen equipment (DSE), such as PCs, laptops, tablets, and smartphones.

The Health and Safety (Display Screen Equipment) Regulations apply to workers who use DSE daily, for an hour or more at a time. We describe these workers as 'DSE users'. The regulations do not apply to workers who use DSE infrequently or only use it for a short time.

How to protect workers' health

The law applies if users are, for example:

- at a fixed workstation
- mobile workers
- home workers
- hot-desking (workers should carry out a basic risk assessment if they change desks regularly)

Employers must:

- do a DSE workstation risk assessment.
- reduce risks, including making sure workers take breaks from DSE work or do something different.
- provide an eye test if a worker asks for one.
- provide training and information for workers.

Incorrect use of DSE or poorly designed workstations or work environments can lead to pain in necks, shoulders, backs, arms, wrists, and hands as well as fatigue and eye strain. The causes may not always be obvious.

Office lighting will be maintained at the highest possible standard and glare or reflections on screens will be eliminated, if possible, either by changing the workstation arrangements or through the provision of glare inhibitor screens.

Any other control measures identified during the Risk Assessment as being required (e.g., wrist rests) will also be provided, and employees trained in their correct use.

Following the Risk Assessments, users will be informed of the hazards and risks, available control measures, good working practices, reasons for making any changes to work practices and of their responsibilities in properly using the DSE supplied. Users will also be informed of the procedure for reporting faults / defects of the equipment and will be required to report any musculoskeletal discomfort or eye defects suspected to be caused by DSE to their Line Manager as soon as is reasonably practicable. A record will be retained of all information, instruction and training provided.

A key principle of the DSE Regulations and the risk assessment requirements outlined above is the need to set up each workstation to specifically suit the needs of the User during the time DSE is being used (e.g., the height or back support setting of a chair may suit one individual but not another). It is, therefore, important that the Users are personally involved in the risk assessment process and receive adequate Information, Instruction and training to

allow them to recognise how their own workstations should be set up. This is of particular importance where 'hot-desking' is adopted or where personnel may share workstations.

More DSE guidance

HSE's leaflet Working with display screen equipment gives more information about how to comply with the Health and Safety (Display Screen Equipment) Regulations.

<https://www.hse.gov.uk/msd/dse/>

You can find detailed advice on the regulations in Work with display screen equipment. Advice on using DSE if you are pregnant or have epilepsy is available.

Subject Information

The use of drugs and alcohol is a serious workplace issue. Not only can their use lead to significant health problems but anyone under the influence of drugs or alcohol can be a hazard to themselves and others.

It is not only illegal drugs that cause problems at work. Legal ones, including prescription drugs and alcohol, can be misused. In addition, some drugs, *even when prescribed by a doctor*, can affect someone's ability to work, especially if the job requires a high level of concentration or alertness. Notwithstanding, many people have conditions that require drugs to help them live a normal life and could not work without them.

The use of alcohol and drugs socially may have no direct effect on the person's work, but if a person comes to work under the influence of either of these it will impair their performance and can lead to them taking risks or putting others at risk. This is not just a problem for drivers, construction workers, machine operators and emergency team members. It can be an issue for all groups of workers.

Alcohol support services

If you are concerned that you or someone you care about has a problem with alcohol there is lots of help available. You can find some useful links and phone numbers here.

drinkaware

<https://www.drinkaware.co.uk>

It is a criminal offence under the Misuse of Drugs Act for any person knowingly to permit the production, supply or use of controlled substances on their premises except in specified circumstances (such as when they have been prescribed by a doctor). The Medicines Act 1968 also controls the sale of drugs that are considered medicine. Under the Road Traffic Act and the Transport and Works Act, drivers of road vehicles must not be under the influence of drugs or alcohol while driving, attempting to drive or when they oversee a vehicle.

- The Association will provide a fair and consistent system under which management may refer for help for those employees with alcohol / drug-related performance difficulties. Disciplinary action will normally be withheld in such circumstances.
- Any employee observed to have such a problem will be offered the opportunity to seek an independent assessment and be given an assurance of confidentiality.

Subject Information

Click on
Image



Premises / Property Leaders must make appropriate first-aid arrangements for the workplace. In doing so consideration the circumstances of your workplace, workforce, occupancy capacity and the health and safety risks that may be present to help you decide what arrangements you need to put in place. Some small

CPR



Low-risk workplaces need to have only a first-aid box and a person appointed to take charge of first-aid arrangements such as calling the emergency services and stocking the first-aid box. The **appointed person** does not need specific first-aid training.

If your workplace has more significant health and safety risks, for example you use machinery or hazardous materials then you are more likely to need a trained first aider. You must provide all your employees with details of the first aid arrangements.

SBHA main office first aid boxes are located in the kitchens and have an accident book also.

Resources

Defibrillation: Some premises if large enough may have considered positioning within the premises. This is non obligatory, but a provision that has the potential to save lives (perhaps your own) or a member of the public. Understanding the basic requirements is recommended.

Defibrillation



The Health and Safety (First Aid) Regulations 1981 & Approved Code of Practice and Guidance L74 (Third Edition) –

<http://www.hse.gov.uk/pubns/books/l74.htm>

HSE Publication INDG 347 REV2 Basic Advice on First Aid at Work –

<http://www.hse.gov.uk/pubns/indg347.pdf>

HSE Publication INDG 214 REV2 First-Aid at Work: Your Questions Answered -

<http://www.hse.gov.uk/pubns/indg214.pdf>

Subject Information

Moving & Handling Operations

9.5 Moving and Handling is defined in the Manual Handling Operations Regulations 1992 as: any lifting, putting down, pushing, pulling, carrying, or moving of a load by hand or by bodily force. They place a duty on employers to.

- avoid hazardous manual handling operations where possible.
- assess any hazardous manual handling operations that cannot be avoided.
- reduce the risk of injury, so far as is reasonably practicable.

9.6 SBHA recognise the risk of musculoskeletal and other injuries faced by both employees and customers from moving and handling operations. SBHA is committed to applying a safe system of work to all moving and handling situations (both objects and people handling). We are also committed to a policy of minimal lifting, where the need for moving and handling operations is avoided in so far as is reasonably practicable.

10. Scope

10.1 This procedure aims to provide detailed information on how we will deliver our aims and objectives which are to.

- Avoid or reduce moving and handling related incidents/injuries and avoid or reduce moving and handling risks to the lowest level reasonably practicable.
- Comply with the Manual Handling Operations Regulations 1992 (as amended 2002) and all other relevant legislative and professional guidance, such as the Scottish Moving and Handling Passport Scheme, and the Scottish Social Services Council (SSSC) Codes of Practice.
- Outline the responsibilities of Leaders for moving and handling activities within their areas of responsibility, and the responsibility of employees.
- Outline the arrangements for putting this policy into practice.

11. General Introduction

11.1 Although an organisation-wide approach has been established, detailed arrangements for controlling moving and handling risks (including moving and handling risk assessments) remains the responsibility of the Service area Leaders and/or Team Leaders with advisory input from the Moving and Handling Trainers and Compliance Coordinator, as appropriate.

11.2 The Compliance Coordinator in consultation with the HR Advisor will develop and review this procedure and its associated documents. A formal review will be carried out every 3 years or sooner if there are changes to legislation or moving and handling practices that would necessitate a review.

12. Responsibilities

12.1 Senior Leaders

12.1.1 Ensure sufficient resources are made available to ensure effective implementation of this Procedure e.g., the purchase of suitable and sufficient moving and handling equipment; training of employees; the availability of any specialist advice that may be required to support the risk assessment process.

Put into practice, as far as reasonably practicable, with the resources available, any control measures identified through the risk assessment process or as required by this procedure.

12.2 Leaders (Team Leaders & Coordinators)

- 12.2.1 Undertake moving and handling risk assessments and ensure that identified control measures are implemented.
- 12.2.2 Carry out regular supervision and monitoring (observed practice) of moving and handling activities to ensure standards are being maintained.
- 12.2.3 Arranging for suitable refresher training if observed practice falls below the required standards.

12.3 Employees

- 12.3.1 Shall take reasonable care of their own health and safety and that of others whose safety may be affected by their involvement in moving and handling activities.
- 12.3.2 Observe and comply with local moving and handling procedures and safe systems of work, including those detailed in the moving and handling risk assessments.
- 12.3.3 Use all equipment in accordance with the instructions and training provided.
- 12.3.4 Remove from use any unsafe/defective equipment found.
- 12.3.5 Report to their line manager without delay, any concerns they have regarding unsafe moving and handling practices.
- 12.3.6 Attend training sessions and implement the advice given and inform their line manager if they identify additional training needs or do not feel competent to perform their duties.
- 12.3.7 Must not perform unsafe handling techniques or any handling which they know is unsafe.
- 12.3.8 Report any injury or illness which may affect their ability to handle loads safely to their line manager and the healthandsafety@sbha.org.uk so that appropriate safe arrangements can be made.
- 12.3.9 Report to their line manager if they are pregnant or have given birth in the last 6 months so that a risk assessment can be undertaken, and appropriate safe systems of work implemented.
- 12.3.10 Report all accidents, injuries and near misses involving moving and handling as soon as they are recognised in accordance with corporate procedure.
- 12.3.11 Carry out any team training, on-line competency checks, and refresher training as required.

12.4 Compliance Manager

- 12.4.1 Has overall responsibility for ensuring that this procedure and any associated documents are kept up to date and implemented throughout the organisation.
- 12.4.2 Investigate for root cause all moving and handling accidents and incidents.
- 12.4.3 Report all injuries that incapacitate an employee for longer than seven consecutive days (including non-working days) which are reportable under RIDDOR to the Health and Safety Executive
- 12.4.4 Ensure that moving and handling practices are in keeping with current Health and Safety legislation and regulations.
- 12.4.5 Ensure that competency checks, and refresher training is being carried out and records are being kept.

13. Moving and Handling Risk Assessments

13.1 General

- 13.1.1 Service Area Leaders must identify and nominate enough manual handling risk assessors (this will normally be the Team Leaders) for their area of responsibility.
- 13.1.2 Manual handling risk assessments must only be carried out by competent persons i.e., someone who is familiar with the employee activities and has sufficient experience, skills, and knowledge. This will normally be someone who has satisfactorily completed

a manual Handling awareness training course along with a Risk Assessment Awareness Course.

- 13.1.3 Generic manual Handling Assessments may only be carried out where the risks are common to several broadly similar activities, loads, environments, and employee groups, however, they must consider all the moving and handling risks that are present in those activities.
- 13.1.4 When conducting manual handling risk assessments, assessors should consult with employees, customers, and any other professionals as necessary, to work together to assess risks, identify problem areas and jointly develop the controls necessary to reduce the risks.

14. Manual Handling & Equipment

- 14.1 Any equipment used in support of moving and handling activities must comply with The Provision and Use of Work Equipment Regulations (PUWER) and the Lifting Operations and Lifting Equipment Regulations (LOLER).
- 14.2 The user of any lifting equipment should ensure that it has a current inspection certificate and where none can be found, the equipment should not be used and reported to the equipment owner without delay (See our LOLER Procedure).
- 14.3 It is the responsibility of the Service Area Manager/Team Leader to ensure that regular inspections, servicing, and maintenance of equipment is carried out and records kept.
- 14.4 Equipment must only be used by those employees who have been trained and are competent in its use.

15. Training and Competency

- 15.1 It is a mandatory requirement that all employees or others who are acting on behalf of SBHA and who are involved in the handling of objects that pose a risk of injury must receive moving and handling training which is specific and relevant to their job activities.
- 15.2 A basic summary of the employee training process is detailed below.
- On joining the company initial moving and handling training would be given to the employee as part of Induction appraisal.
 - On an annual basis, the employee will be required to complete any training relevant to their activities supplemented by periodic safety talks and toolbox talks.
 - Every 3 years manual handling refresher training and competency check will be undertaken.
- 15.3 All reasonable steps must be taken to ensure that all employees, including those from outside agencies/contractors have received appropriate training in, and information on how to perform safer manual handling, prior to undertaking manual handling activities on behalf of SBHA.

The training needs of those employees returning to work after sustaining musculoskeletal injuries (whether work related or not), or returning from long term absence, must be reviewed by the Service Area Manager/Team Leader before they undertake any moving and handling tasks. The HR Advisor and/or the Compliance Manager should be consulted as part of this review.

16. Accident and Incident Reporting and Recording

- 16.1 Any injuries, ill health or near misses relating to any moving and handling activities must be reported (via healthandsafety@sbha.org.uk), and to line leaders. Also investigated in line with SBHA accident and incident reporting procedure. This will help

to identify the root causes, consider the underlying factors, and allow SBHA to take any immediate action to prevent further recurrence.

17. Monitoring and Reviewing

17.1 The Compliance Manager shall:

- Analyse statistics (accidents, incidents, sickness absence, etc.) on an ongoing basis to identify any trends, and.
- Provide monthly reports of manual handling related issues, accidents and/or incidents, trends, etc.
- Carry out an annual health and safety audit which will include checking for compliance with this procedure.

17.2 This procedure will be subject to review every 3 years or sooner if there are any changes to legislation or if there are changes to the way we manage moving equipment and manual handling.

18. References & Further Information

10.1 Health and Safety at Work Act 1974

<http://www.legislation.gov.uk/ukpga/1974/37/contents>

10.2 Manual Handling L23 Guidance

<https://www.hse.gov.uk/pubns/books/l23.htm>

10.3 Manual handling at work

<https://www.hse.gov.uk/pubns/indg143.htm>



Manual Handling
Back to basics



Back Safety - The
Low 5's
Techniques.

Useful MHOR Presentations

Workers (and anyone else who could potentially be affected by their work) have a right to be protected from harm. A risk assessment is simply a careful examination of the harm which could be caused through any work activity. This helps employers check whether appropriate control measures are in place, or if they need to do more to prevent harm. If any significant risks are identified, then the risk assessment must include an assessment of such risk. Any significant findings from the assessment should be written down if you employ five or more people and this can then be used to help manage workplace risks and communicate them to employees.

A new or expectant mother is a woman who is pregnant, has given birth within the last 6 months or is breastfeeding.

Employers must carry out a general risk assessment for their employees to assess all health and safety risks they are exposed to while at work. As part of that process, you should consider female employees of childbearing age, including new and expectant mothers, assessing the risks that may arise from any process, working condition or physical, biological, or chemical agents.

While it is a legal obligation for employers to regularly review general workplace risks, there is no legal requirement to conduct a specific, separate risk assessment for an employee. Notwithstanding, it would be prudent, once notified in writing that an employee is a new or expectant mother, to consider conducting a risk assessment to help you decide if any additional action needs to be taken. This process needs to be reviewed as the pregnancy progresses and additional risks are identified. A template has been designed to assist you in the task of assessing a new or expectant mother at work.

Reference:

New and Expectant Mothers at work Health and Safety
<https://www.hse.gov.uk/mothers/worker/index.htm>

Subject Information

The Control of Noise at Work Regulations 2005 give employers and workers responsibility for managing the risk of noise. Hearing can suffer permanent damage from excessive noise which may not show up until later in life. The appropriate Leaders need to take steps to ensure that people working on any SBHA activity do not suffer hearing damage. Employers are required to:

- Assess the risks to employees from the noise.
- Take action to reduce the noise exposure that produces the risk.
- Where necessary provide hearing protection
- Provide information, instruction, and training.
- Carry out health surveillance (where there is a risk to health - applies to employees only).

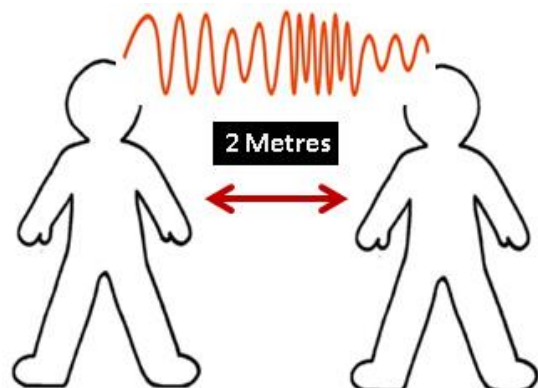
The Regulations set out noise exposure levels at which employers must take certain actions. Noise is measured in decibels (dB). Harm can be done either from repeated exposure to noise or from a single exposure to a high noise level. The control of both types of damage are reflected by the Regulations. An “A” weighting (dB(A)) is used to measure average noise levels and a “C” weighting (dB(C)) is used to measure peak noise. The Regulations require action to be taken at certain action levels –

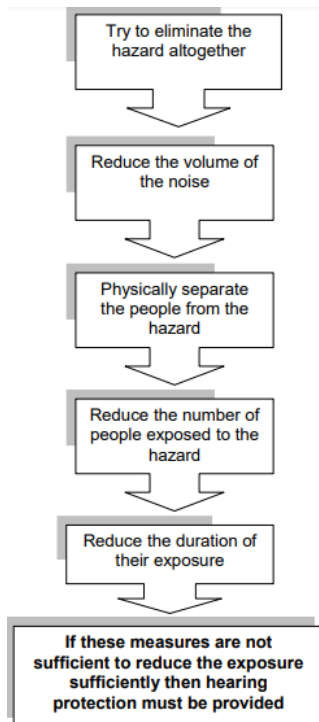
EXPOSURE ACTION VALUES AND EXPOSURE LIMIT VALUES			
	Daily or weekly personal noise exposure * (Level of exposure to noise of employees averaged over a working day or week)	Peak sound level (the maximum noise (peak sound pressure) to which employees are exposed in a working day)	Action to be taken to reduce risk
Lower exposure action values (i.e. the lower average level at which action should be taken)	80 dB (A)	135 dB (C)	<ul style="list-style-type: none"> • Undertake noise risk assessment and record results • Identify any employees who are required to work in noisy areas • Make hearing protection available on request • Establish a maintenance programme for equipment supplied to reduce noise risk • Provide training
Upper exposure action values (i.e. the upper average level at which action must be taken)	85 dB (A)	137 dB (C)	<ul style="list-style-type: none"> • Establish and implement a programme of control measures • If these measures do not reduce exposure below 85dB(A) then suitable hearing protection must be worn and • Health Surveillance programme implemented <i>where necessary</i>
Exposure limit values (maximum exposure limit)	87 dB (A)	140 dB (C)	<ul style="list-style-type: none"> • Reduce to below limit values (taking into account personal hearing protection)

Simple Listening Test

Do your employees have to raise their voice to carry out a normal conversation when about 2 meters apart for at least part of the day?

If the simple listening test indicates there may be a potential risk, then a suitable noise risk assessment should be carried out. The risk assessment should be carried out by a competent person (i.e., someone who has the knowledge and experience to carry out this task).





Controlling the Risk

There are many solutions to reducing noise exposure whilst at work, but no single technique will be appropriate for every situation. Noise control measures should be applied in the sequence highlighted in the adjacent image.

It is important that workers are briefed on the dangers of noise to their hearing, and this should be recorded. Employers should endeavour to ensure that employees understand the need to follow instructions on control measures including, for example, abiding by any agreed arrangements for job rotation or restriction of access to noisy areas or following any instructions relating to achieving agreed noise levels as well as wearing hearing protection when required.

Contact the SBHA HR Advisor if you need readings to be taken (a noise assessment).

Figure 1

shows typical decibel, dB(A), levels for some common sounds. These can be used to make comparison with some of the sounds produced in suspect areas of the premises to determine whether further investigation is necessary.

Decibel Levels (dB(A))		(Guidelines Only)
Threshold of Pain	140	Jet Engine (25m distance)
	130	Jet
	120	Aircraft taking off 100m
	110	Riveting Hammer
	100	Pop Group
	90	Pneumatic Drill/Chipper
	80	Heavy Truck (7m away)
	70	Busy Street
	60	Loud Radio
	50	Business Office (noisy)
	40	Conversational Speech
	30	Business Office (quiet)
	20	Quiet Library
	10	Sound Studio
0	Quiet Woods	
Threshold of Hearing		Faintest Audible Sound

The Regulations require that a full Noise Assessment (undertaken in accordance with the Regulations) is carried out where it is likely that personnel may be exposed to a noise exposure of 85 dB(A) averaged over an 8-hour.

1. Subject Information

- 1.1. Wherever there are risks to the health and safety of employees that cannot be adequately controlled in other ways, then Personal Protective Equipment (PPE) must be provided. **PPE should only be issued as a last resort or to supplement existing control measures.** The use of PPE is covered by the Personal Protective Equipment at Work Regulations 1992 (as amended). These regulations also require us to assess the suitability of any PPE before it is purchased, and to ensure that it is maintained in a good state of repair.

At SBHA, we take reasonable precautions to reduce exposure to any workplace hazards; however, there may still be a need for us to provide some employees with PPE.

2. Definitions

- 2.1. **PPE** - is defined in the Personal Protective Equipment at Work Regulations as: 'All equipment (including clothing affording protection against the weather) which is intended to be worn or held by a person at work which protects them against one or more risks to their health and safety.' There are some exceptions, for example, ordinary working clothes and uniforms or protective clothing provided for hygiene purposes in our food preparation areas.

3. Duties and Responsibilities

- 3.1. **Leaders/Coordinators** – are responsible for ensuring that within their area of responsibility, suitable risk assessments are carried out and that adequate resources are made available for the provision, maintenance and storage of any PPE identified and for arranging any training deemed necessary. The Compliance Manager can be consulted to assist on requirements.
- 3.2. **Employees** – are responsible for using any PPE provided in accordance with any instructions and training given. Employees must also take reasonable care of any PPE provided, and report any loss of, or defect with the PPE, to their line manager.

4. PPE – Risk Assessment

- 4.1. Where risks are not adequately controlled by other means SBHA has a duty to ensure that suitable PPE is provided for employees exposed to those risks. PPE will only be suitable if.
- it is appropriate for the risks and working conditions.
 - takes account of worker's needs and fits properly.
 - gives adequate protection.
 - is compatible with any other item of PPE worn.
- 4.2. To ensure PPE meets these conditions, a risk assessment must be made to determine which PPE is suitable to control the exposure of the employee to the hazard being considered. This assessment should be in writing and must be reviewed if it is suspected that the assessment is no longer relevant or valid, after an accident or near miss, or when legislation changes. There is no need to carry out an assessment if the hazard has already been assessed elsewhere, i.e., in a COSHH risk assessment.
- 4.3. Some or all the following should be considered in the risk assessment process.
- The risks in the workplace.
 - The parts of the body which may be affected.

- The nature of the task.
- The degree of physical effort involved.
- Methods of work.
- How long PPE must be worn.
- Any special requirements e.g., ease of use when wearing spectacles or with other PPE.

5. PPE – Selection and Use

- 5.1. In selecting the appropriate PPE, the PPE must fit the wearer properly and cause minimum discomfort. Those who are required to use the PPE should always be consulted before any PPE is selected. Taking such considerations into account will mean it is more likely the user will wear the PPE.
- 5.2. In selecting appropriate PPE, the health of the user must also be taken into consideration, as they may have pre-existing health issues that may make standard PPE unsuitable. Where there is any doubt as to the suitability of the PPE, advice should be sought from the Compliance Manager.
- 5.3. Where more than one item of PPE is worn, they should be mutually compatible and continue to be effective against the individual hazards in question.
- 5.4. Only good quality products which are CE marked and to the relevant British (BS) or European (EN) standard are to be used.
- 5.5. Any PPE required must be provided free of charge.
- 5.6. Where PPE has been issued to an employee (other than individual use disposable PPE), details should be recorded on their Clothing/Equipment Issued Record held by SBHA Stores Persons.
- 5.7. Where the PPE is to be issued is for general use, a detailed risk assessment may not be necessary provided the PPE meets the following standards.
- Hard Hats - safety helmet to EN397 or equivalent.
 - Safety Footwear - is essentially a matter of personal choice but it must conform to EN 345 or equivalent.
 - Waterproof Jackets/Trousers – depending on the type of protection required it should be to one or all the following standards EN343 (rain), EN342 (cold) or EN471 (Hi-Viz).
- 5.8. Details of SBHA branded PPE, can be obtained from the Stores Persons For all other PPE use a reputable supplier from our approved suppliers list.

6. Training

- 6.1. Where PPE has been issued, the employee should be provided with information, instruction, and training, which is adequate and appropriate, so that the employee understands.
- the hazard or hazards which the PPE wholly protects or partly protects against, and the level of protection it offers against that hazard.
 - the purpose for which the PPE is to be used and how it is to be used.
 - How to maintain and store the PPE.
- 6.2. Training records should be kept wherever more than very simple instruction is required.

7. References

- 7.1. Healthy working Lives -PPE Scottish Guidance
<https://www.healthyworkinglives.scot/workplace-guidance/safety/personal-protective-equipment/Pages/ppe-legislation.aspx>
- 7.2. Personal protective equipment at work (L25)
<http://www.hse.gov.uk/pubns/books/l25.htm>
- 7.3. Selecting protective gloves for work with chemicals (INDG330)
<http://www.hse.gov.uk/pubns/indg330.htm>
- 7.4. Personal protective equipment (PPE) at work - A brief guide (INDG174)
<http://www.hse.gov.uk/pubns/indg174.pdf>

1. Introduction

- 1.1. Health and safety records may be required to fulfil some statutory obligations. Some health and safety legislation defines very strict requirements for the minimum duration that specific records must be retained (e.g., 3 years for accident records); conversely, there is no specific legal requirement to retain some other records once they have been superseded or are no longer valid (e.g., risk assessments where the assessment has been replaced or the activity is no longer performed).
- 1.2. Many of these records relate to the health of employees, e.g., medical surveillance and need to be retained for long periods (e.g., 40 years for health surveillance). This is because some medical conditions can lead to serious ill health but may not manifest themselves until after much time has elapsed since the initial exposure to a harmful substance.
- 1.3. Other records need to be maintained to provide evidence that safe systems of work existed, or equipment was properly maintained, or that adequate training has been given to employees. These records may assist in mitigating legal proceedings or help in the defense of a claim for personal injury.
- 1.4. This procedure and retention schedule has been designed for use by leaders who are responsible for the storage and retention of health & safety records. This schedule is for guidance only, where there is a statutory requirement to keep records for a specified period, it is recommended that the latest edition of the relevant legislation is checked, or the HR Advisor/Compliance Coordinator consulted before disposing of any records.
- 1.5. Records need to be maintained in such a way that they are readily retrievable and protected against damage, deterioration, or loss. This may be by paper or electronic media. The retention periods set out in this document apply to both paper and electronic information, although electronic records, due to their nature, can be kept indefinitely.

2. Retention Schedule

- 2.1. What follows is a list of current legislation applicable to SBHA that requires records to be kept, with details of the type of records required and the statutory timescales involved. The retention period will normally begin from the date the document is no longer valid or has been superseded but may also be from the date of issue depending on the record type i.e., declarations of conformity.

Record	Responsible Person/Department	Maximum Retention Period	Legislative Requirement and/or Guidance
Accident Reports	Compliance	6 years	Social Security (Claims and Payments) Regulations 1979, Reg. 25(3)
Accidents & Incidents & Diseases (RIDDOR reportable)	Compliance	Indefinitely	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, Reg. 7
Anti-Scald Valve Service Checks	Compliance	3 years	The Provision and Use of Work Equipment Regulations 1998 No retention period specified
Asbestos Asbestos management plans	Assets Team	3 years [#]	Control of Asbestos Regulations 2012 CAR Regulation 4 - No retention period specified
Asbestos Risk Assessments	Assets Team	If they remain valid then 3 years [#]	CAR Regulation 6 Where a risk assessment identifies that the control limit may be exceeded, the assessment must be retained on the site for the period of time in which the work to which it relates is being carried out
Asbestos Health records of employees exposed to asbestos	HR	40 years	CAR Regulation 22 (1) to (4)
COSHH Risk Assessments	Local Management Service Areas	As long as they remain valid then 5 years [#]	Control of Substances Hazardous to Health Regulations 2002 COSHH Regulation 6 No timescale specified

Record	Responsible Person/Department	Maximum Retention Period	Legislative Requirement and/or Guidance
COSHH Record of examination and tests on engineering control, e.g. LEV equipment, and PPE	Local Management Maintenance Division	5 years	COSHH Regulation 9 - maintenance, examination and testing of control measures
COSHH Records of exposure monitoring and Health records	Local Management Maintenance division	40 years	COSHH Regulation 10 - monitoring exposure in the workplace COSHH Regulation 11 - health surveillance
Fire Safety Records Fire Alarm Main Panel Checks Fire Extinguisher Checks Emergency Lighting Checks Smoke/Heat Detector Checks Fire Door Checks Fire Drills	Compliance/Asset Team	2 years [#]	The Fire Safety (Scotland) Regulations 2006 No retention period specified
Gas Safety Checks/records	Compliance	2 years	Gas Safety (Installation and Use) Regulations 1998
General Health and Safety Checklists (Window Safety Catch Checks, Water Temperature Checks, Call System Checks Showerhead Cleaning Checks, etc.)	Compliance	3 years [#]	Health and Safety at Work etc. Act 1974

Record	Responsible Person/Department	Maximum Retention Period	Legislative Requirement and/or Guidance
Health & Safety Audits	Compliance	3 years [#]	Health and Safety at Work etc. Act 1974
Health and Safety Policies, Procedures and Guides	Compliance	5 years [#]	Health and Safety at Work etc. Act 1974 After last review date
Health & Safety Files	Assets Team	Life of the Building	Construction (Design and Management) Regulations 2015 Health and safety file to be retained for the life of the building and should be passed on to any new owners or to any new contractors if the building is to be altered
Health & Safety Training Records	Local Management/HR Team	5 years	Health and Safety at Work etc. Act 1974 End of employment + 5 years
Ladder Inspection Records	Ladder Owner Maintenance Division	Inspection records to be kept until the next inspection	The Work at Height Regulations 2005 Regulation 12 - inspection of work equipment
Legionella Records to include details of: (a) the person or persons responsible for conducting the risk assessment, managing, and implementing the written scheme (b) the significant findings of the risk assessment (c) the written scheme and details of its implementation; and	Compliance/ Neighbourhood Maintenance	Records for (a) to (c) to be kept for 2 years. Records for (d) to be kept for 5 years	Legionella (Approved Code of Practice)

Record	Responsible Person/Department	Maximum Retention Period	Legislative Requirement and/or Guidance
(d) the results of any monitoring, inspection, test or check carried out, and the dates. This should include details of the state of operation, i.e., in use/not in use			
(a) Lift /Hoist Certificates (Declaration of Conformity, Records of thorough examination) (b) Attachment Certificates (Records of thorough examination)	Neighbourhood Maintenance/ Team/Equipment Owner Neighbourhood Maintenance/ Team/Equipment Owner	(a) Lifetime of the Equipment (b) 2 years	The Lifting Operations and Lifting Equipment Regulations 1998 (regulations 9, 10 and 11)
Portable Appliance Testing Records	Maintenance division	2 years [#]	Electricity at Work Regulations 1989. No timescale specified. After conclusion of 2 further checks of that appliance i.e. you should always have records of the most recent test and of the one preceding it
Risk Assessments/Risk Registers	Risk Owner or Service Area Manager/Coordinator	If they remain valid then 5 years [#]	The Management of Health and Safety at Work Regulations 1999 No timescale specified - however, a duty to record if more than five people are employed and for any specific high-risk group of employees, e.g., young persons, new or expectant mothers

Record	Responsible Person/Department	Maximum Retention Period	Legislative Requirement and/or Guidance
Work Equipment/machinery Maintenance logs	Equipment owner Maintenance Division	Lifetime of equipment [#]	The Provision and Use of Work Equipment Regulations 1998 PUWER Regulation 5 - where a machine has a maintenance log, the log must be kept up to date. No retention period is specified
Work Equipment/machinery Inspection records	Equipment owner Maintenance Division/ Neighbourhood team	2 years [#]	PUWER Regulation 6 - records to be kept until the next inspection
Working Time Records	HR Team	Retain the records for 2 years from the date they were made	Working Time Regulations 1998 Regulation 9(a) requires an employer to keep records to show whether the limits specified for working time (Regs 4 (1) and 5A (1)) and night work (Regs 6 (1) and (7) and 6A), and the requirements for health, and health and capacity assessments (Regs 7 (1) and (2)) have been met

Subject Information

The cornerstone of all health and safety is the competent assessment of risk in the workplace. Leaders with experience in the specific activity can conduct most assessments in your workplace. It is not a difficult process if you follow a few basic steps. For more complex assessments such as the use of some chemicals (hazardous substances), you may wish to consult the SBHA Compliance Manager who will be on hand to support you.

How to conduct a risk assessment – the 5 steps.

Link to an approved risk assessment template – [RA Template](#)



In line with the requirements of Management of Health and Safety at Work Regulations 1999 SBHA will:

- assess the risk to the health and safety of their employees and to anyone else who may be affected by their activity;
- decide for putting into practice the health and safety measures that follow from the risk assessment.
- provide appropriate [health surveillance](#) of employees where necessary.
- appoint a competent person to help devise and apply the measures needed to comply with employers' duties under health and safety law.
- maintain suitable emergency procedures; and
- provide all employees with suitable information about health and safety matters.



What is a Dynamic Risk Assessment?

A dynamic risk assessment (DRA) is a continuous safety practice that allows workers to quickly identify hazards 'on the spot', remove them, and proceed with work safely. DRAs are performed by regularly observing and analysing high-risk or changing work environments and making quick yet considered decisions.

Though it is an employer's responsibility to keep their [lone workers](#) safe, employees should also feel empowered to make informed decisions to protect themselves, other employees, and their organizations. [Dynamic risk assessments](#) are one of the key practices that employees can use to accomplish this – especially in lone-working, high-risk, or frequently changing environments.

A dynamic risk assessment is sometimes also referred to as a dynamic operational risk assessment.

When Should a Dynamic Risk Assessment Be Completed?

Employees who work alone, in high-risk environments, or in regularly changing environments should complete dynamic risk assessments frequently, whenever they need to quickly observe and analyse the safety risks and hazards specific to their evolving circumstances.

Emergency service providers, security guards, factory workers, and in-home healthcare providers are examples of employees who should assess risks frequently.

Regular observations and assessments of your environment are necessary to predict unforeseen events. A dynamic risk assessment also helps when risks and hazards arise from the following circumstances:

- Introduction of new equipment/resources
- Change of supervision approach
- Opening a new line of business
- Reallocation of work
- When there are threats to safety and security

The basic steps include:

1. Evaluating the environment, situation, tasks, and persons at risk
2. Identifying the risk type, severity, and likelihood of an incident
3. Selecting a system of work: a strategy, tactic, or task
4. Assessing the system of work for safety
5. Considering if the risks are proportional to the benefits
6. Proceeding with work or delaying the work until additional safety measures can be introduced and a safe system of work is possible

Suspect packages (which can be found almost anywhere) are an example of where a dynamic risk approach is required by team members to ensure theirs and others safety.

Where items are unattended, they should not be ignored, but assessed, if possible, i.e.: luggage left. However, when an item has been hidden from view deliberately, or has visual clues suggesting it may be hazardous – wires, circuit boards, batteries, adhesive tape, liquids, putty-like or unusual substances etc. – or has been found after a suspicious event, an immediate and focused response is required.

This will involve telling someone what you have seen and why you think it is suspicious. If you believe any unattended item represents a potential risk to life, you must report it as soon as possible and alert those nearby by clearing the immediate area.

- Do not touch it further.
- take charge and move people away from the hazard.
- Move at least 100 meters away from a small item, such as a rucksack; at least 200 metres away from a small vehicle or large item, such as a car or a wheelie bin; and at least 400 metres away from a large vehicle, such as a van or lorry keep yourself and other people out of line of sight of the item.
- It is a broad rule, but generally, you are better protected from fragmentation if you are behind hard cover and cannot see the item think about what you can shelter behind. Pick something substantial, such as concrete or brick, and keep away from glass such as windows and skylights cordon off the area as best you can in advance of police attendance.
- **Communicate – call 999** inform your line Manager/supervisor and be prepared to explain why you consider the item suspicious.
- do not use radios or phones within 15 metres of the item and place yourself out of line of sight.

For a more comprehensive insight into dealing with suspect packages see links below.

[Unattended and suspicious items | ProtectUK](https://www.npsa.gov.uk/incident-management)
<https://www.npsa.gov.uk/incident-management>

Safe systems of work

A system of work is a set of procedures according to which work must be carried out. Safe Systems of work are required where hazards cannot be eliminated, and some risk still exists. Regular review of your systems of work to ensure that they still reduce or minimise risk and revise, as necessary.

Subject Information

Stress is one of the biggest causes of health problems in the workplace. The Health and Safety Executive's (HSE) definition of stress is: "The reaction people have to excessive demands or pressures, arising when people try to cope with tasks, responsibilities or other types of pressure connected with their job, but find difficulty, strain or worry in doing so."

Stress can be difficult to identify in an organisation as employees may not admit to feeling stressed.

1.0 What causes stress?

Stress can be caused by several factors including:

- long hours and shift work.
- lack of control or insecurity.
- lack of job satisfaction, boredom, or isolation;
- fear of violence, bullying or harassment.
- bad relations with other work colleagues.
- problems with the working environment (such as noise, temperature, overcrowding and poor facilities)
- low pay.

2.0 What illnesses can be caused by stress?

Stress can cause mental and physical illnesses such as anxiety, depression, altered appetite, headaches, backache, or difficulty in sleeping. Over time, heart disease or ulcers may also develop. People may also try to reduce the symptoms of stress with alcohol, cigarettes, tranquillisers, or other drugs, which can lead to further, more serious health issues.

[Read more about alcohol, drugs and substance abuse.](#)



3.0 What are the laws on stress in the workplace?

The law says that employers are responsible for the safety of their employees while they are at work, and this includes stress. Certain levels of work pressure are normal and may even be helpful. However excessive levels of pressure can lead to stress which can be destructive and lead to psychiatric injury.

NHS Advice

try talking about your feelings to a friend, family member or health professional. You could also contact [Samaritans](#), call: 116 123 or email: jo@samaritans.org if you need someone to talk to

find out more about '[10 stress busters](#)' – including 'exercise' and [setting aside time for yourself](#)

use easy '[time-management techniques](#)' to help you take control

use '[calming breathing exercises](#)'

plan ahead for stressful days or events – planning long journeys or making a list of things to remember can really help

consider peer support, where people use their experiences to help each other. 'support' on the Mind website

listen to '[free mental wellbeing audio guides](#)'

search and download '[relaxation and mindfulness](#)' apps or [online community apps](#) from the NHS apps library

Once an employer knows that a worker is or may be at risk of injury, they must investigate the problem and find out what they can do to resolve it.

- Under the Management of Health and Safety at Work Regulations 1999, your employer must assess the nature and scale of health risks at work (including stress).
- The Working Time Regulations place limits on the length of the working week and force all employers to give employees paid holiday.

4.0 How should your employer deal with stress in the workplace?

Every employer should conduct a risk assessment in the workplace. The risk assessment should include stress as a potential hazard. If stress is identified as a hazard, then appropriate control measures may need to be introduced.

Subject Information

1. Introduction

- 1.1. The Workplace (Health, Safety and Welfare) Regulations 1992 expand on the duties under the Health and Safety at Work etc. Act 1974. These Regulations aim to ensure that workplaces meet the health, safety and welfare needs of all members of the workforce. SBHA, as an employer, has a duty to ensure that workplaces under their control comply with these Regulations.
- 1.2. This procedure summarises the main requirements from the regulations and has been designed to assist SBHA leaders to address these requirements and should be completed for all SBHA workplaces as part of the normal risk assessment process. It has grouped the main requirements under 4 broad headings.
 - **Working environment:** this includes temperature, lighting, and ventilation.
 - **Safety:** includes the safe passage of pedestrians (and vehicles where the two may be interactive) in the workplace, glazed doors, floors, and windows etc.
 - **Facilities:** includes toilets and washing facilities, seating arrangements, rest areas and rest facilities for pregnant women and nursing mothers.
 - **Housekeeping:** includes maintenance of workplace equipment and facilities, cleanliness, and drainage.
- 1.3. Further guidance can be found in the Workplace Health, Safety and Welfare Approved Code of Practice (ACOP) which supplements the regulations. A copy can be found here - <https://www.hse.gov.uk/pubns/books/l24.htm>
- 1.4. The person responsible for ensuring adequate documentation (checklist) will be the person with overall H&S responsibilities for the workplace/premises concerned, i.e., normally the Head of neighborhoods and solutions can delegate this task to the person who normally carries out the risk assessments for the workplace/premises, but they retain the responsibility for ensuring it is done. The checklist should be completed initially as part of the general risk assessment for the workplace/premises and reviewed at the same time as the risk assessment (normally annually along with the Fire Risk Assessments).

2. Requirement of the Regulations

2.1. Interpretation (Regulation 2)

- 2.1.1. A "Workplace" means any premises or part of premises which are not domestic premises and are made available to any person as a place of work. It includes any place within the premises to which a person has access while at work, and any room, lobby, corridor, staircase, road, or other place used as a means of access to or egress from that place of work.
- 2.1.2. A "Premises" means any place, including an outdoor place, however the Regulations do not apply to "homeworkers" or "domestic premises".
- 2.1.3. Workers with Disabilities (Regulation 2(3) and Guidance paragraph 19 - 21) requires workplaces to meet the needs of all those who work in them, including workers with a disability. Several of the Regulations require things to be "suitable", which makes it clear that such things as traffic routes, facilities, and workstations used by people with disabilities should be suitable for them to use.

2.2. Responsibilities of employers (Regulation 4)

- 2.2.1. SBHA as an employer has a duty to ensure that workplaces under their control comply with the Regulations. People other than employers also have duties under the Regulations if they have control, to any extent, of a workplace.

2.3. Maintenance (Regulation 5)

- 2.3.1. Workplaces and all the equipment, devices, and systems in them, must be maintained in an efficient state, in efficient working order and in good repair. Where appropriate, they must be subject to a suitable system of maintenance.

2.4. Ventilation (Regulation 6)

- 2.4.1. Effective and suitable provision should be made for enclosed workplaces to be ventilated by sufficient fresh or purified air. Extraction and Mechanical ventilation can be used to assist in providing free movement of air. Caution is to be exercised when using re-circulating fans internally without the supply of fresh air to assist free movement of clean air.

2.5. Temperature (Regulation 7)

- 2.5.1. During working hours, a reasonable temperature must be maintained inside buildings. Although not an absolute legal requirement, the minimum recommended temperature in a workplace should normally be at least 16 degrees Celsius. If the work involves rigorous physical effort, the temperature should be at least 13 degrees Celsius. Methods of heating and cooling should not result in the release of injurious or offensive fumes, gas, or vapour. Enough thermometers must be provided to enable workers to determine the temperature in any workplace inside a building. A workplace must be adequately thermally insulated and excessive effects of sunlight on temperature should be avoided.

2.6. Lighting (Regulation 8)

- 2.6.1. Every workplace should have suitable and sufficient lighting, and it should be natural, as far as is reasonably practicable. Emergency lighting must be provided where light failure would expose persons at work to danger.

2.7. Cleanliness and Waste Materials (Regulation 9)

- 2.7.1. Workplaces and the furnishings, furniture and fittings must be kept sufficiently clean. The surfaces of the floors, walls, and ceilings of all workplaces inside buildings should be maintained, treated, and repaired so that they can be cleaned properly. As far as is reasonably practicable, waste materials should not be allowed to accumulate, except in suitable receptacles.

2.8. Room dimensions and space (Regulation 10)

- 2.8.1. Rooms where people work should have sufficient floor area, height, and unoccupied space. Workplaces in existence when the Regulations came into effect that were previously covered by the Factories Act must comply with certain requirements laid down in Schedule 1 (Part I) of the Regulations.

2.9. Workstations and seating (Regulation 11)

- 2.9.1. Every workstation should be suitable for any person at work likely to use it, and suitable for the work likely to be done there. A workstation should be arranged so that:
- As far as is reasonably practicable, it provides protection from adverse weather.
 - It enables people to leave it quickly.
 - It ensures that no person is not likely to slip or fall.

A suitable seat must be provided for each person whose work allows that kind of work (or a substantial part of it) to be done sitting. The seat must be suitable for the person for whom it is intended, and a footrest provided for any worker who cannot comfortably place his or her feet on the floor.

2.10. Floors and traffic routes (Regulation 12)

- 2.10.1. Every floor in a workplace and the surface of every traffic route in a workplace shall be of a construction such that the floor or surface of the traffic route is suitable for the purpose for which it is used. Every floor or traffic route should.
- not expose persons to risks by having holes (unless there are adequate measures to prevent falling) or slopes (account should be taken of handrails) or by being uneven or slippery.
 - have effective means of drainage.
- 2.10.2. As far as is reasonably practicable, every floor or traffic route should be kept free from obstructions and articles and substances likely to cause slips, trips or falls.
- 2.10.3. Handrails and, if appropriate, guards must be provided on traffic routes which are staircases, except where a handrail would obstruct the traffic route.

2.11. Falls or falling objects (Regulation 13)

- 2.11.1. Regulations 13(1)-13(4) as regards falling from heights and being struck by falling objects have been revoked and replaced by the new Work at Height Regulations 2005. A brief guide can be found here <https://www.hse.gov.uk/pubns/indg401.pdf>
- 2.11.2. As far as practicable, tanks, pits or structures or traffic routes over them must be securely covered and fenced.

2.12. Transparent or translucent doors, gates, and walls (Regulations 14)

- 2.12.1. Windows or other transparent or translucent surfaces in a wall or partition or in a door or gate should be.
- of safety material or protected against breakage.
 - appropriately marked or incorporate features to make it apparent.

2.13. Windows, Skylights and Ventilation Systems (Regulation 15)

- 2.13.1. Persons opening, closing, or adjusting windows, skylights or ventilators should not be exposed to risks while doing so. Windows, skylights, or ventilators should not be positioned where people are likely to collide with them.

2.14. Ability to Clean Windows Safely Regulation 16)

2.14.1. All windows and skylights must be designed and constructed so that they can be cleaned safely. Equipment used in conjunction with the window or skylight, or devices fitted to the building, can be considered in deciding whether design and construction is safe.

2.15. Traffic routes (Regulation 17)

2.15.1. Every workplace must be organized in such a way that pedestrians and vehicles can circulate in a safe manner. Traffic routes must be suitable for the people or vehicles using them, sufficient in number, in suitable positions and of sufficient size. Measures should be taken to ensure that:

- Pedestrians or vehicles using a traffic route do not cause danger to the health and safety of persons at work near it.
- there is sufficient separation of any traffic route from pedestrian doors leading on to it.
- where vehicles and pedestrians use the same traffic route, there is sufficient separation between them.

2.15.2. All traffic routes should be suitably indicated.

2.16. Doors and gates (Regulation 18)

2.16.1. Doors and gates must be suitably constructed and fitted with necessary safety devices. In particular:

- Any sliding door or gate should have a device to prevent it coming off its track during use.
- Any upward opening door or gate has a device to prevent it falling back.
- any powered door or gate has suitable and effective features to prevent it causing injury by trapping any person.
- any powered door or gate should be capable of being operated manually unless it opens automatically if the power fails.
- Any door or gate which can be pushed from either side should, when closed, provide a clear view of the space close to both sides.

2.17. Escalators and Moving Walkways (Regulation 19)

2.17.1. Not applicable to any SBHA workplaces.

2.18. Sanitary Conveniences (Regulation 20)

2.18.1. Suitable and sufficient sanitary conveniences must be provided at readily accessible places. In particular:

- rooms containing them should be adequately ventilated and lit.
- They and the rooms containing them should be kept in a clean and orderly condition.
- separate rooms containing conveniences should be provided for people except where and as far as each convenience is in a separate room the door of which is capable of being secured from inside.

2.19. Washing facilities (Regulation 21)

2.19.1. Suitable and sufficient washing facilities, including showers if required by the nature of the work or for health reasons, must be provided at readily accessible places. Washing facilities must:

- be provided in the immediate vicinity of every sanitary convenience.
- be provided in the immediate vicinity of any changing rooms required by these regulations.
- include a supply of clean hot and cold, or warm, water.
- include soap or other suitable means of cleaning.
- include towels or other suitable means of drying.
- be sufficiently ventilated and lit.
- be kept in a clean and orderly condition.'
- be separate for men and women except where the door is capable of being secured and can only be used by one person.

2.20. Drinking water (Regulation 22)

2.20.1. An adequate supply of wholesome drinking water must be provided and.

- be readily accessible at suitable places.
- conspicuously marked.
- have an adequate supply of suitable cups or drinking vessels unless the supply of drinking water is in a jet form which people can drink easily.

2.21. Accommodation for clothing (Regulation 23)

2.21.1. Suitable and sufficient accommodation must be provided for:

- a person's clothing which is not worn during working hours.
- special clothing used at work which is not taken home.

2.21.2. In particular, the facilities should:

- be secure.
- include separate accommodation for clothing worn at work and other clothing.
- allow provision for drying clothing, as far as is reasonably practicable.
- be in a suitable location.

2.22. Facilities for changing clothing (Regulation 24)

2.22.1. Sufficient and suitable facilities must be provided for any person at work in the workplace to change clothing where:

- the person must wear special clothing for the purpose of work, and.
- The person cannot, for reasons of health or propriety, be expected to change in another room.

2.22.2. Suitable facilities must include separate facilities, or separate use of facilities, by men and women. The facilities should be easily accessible, of sufficient capacity and provided with seating.

2.23. Facilities for rest and to eat meals (Regulation 25)

2.23.1. Suitable and sufficient rest facilities must be provided at readily accessible places. Rest facilities must include suitable facilities to eat meals where food eaten in the workplace would otherwise be likely to become contaminated. In addition:

- rest rooms and rest areas shall include suitable arrangements to protect non-smokers from discomfort caused by tobacco smoke, where permitted. With the ban on smoking indoors, this will only be relevant for smoke entering rest rooms from external sources.
- rest rooms and rest areas shall be equipped with an adequate number of tables and adequate seating with backs.
- rest rooms and rest areas shall be equipped with seating which is adequate for the number of disabled persons at work and suitable for them.
- suitable facilities should be provided for any person at work who is a pregnant woman or nursing mother to rest.
- Suitable and sufficient facilities must be provided for persons at work to eat meals where meals are regularly eaten in the workplace.

2.24. Disabled persons (Regulation 25 A)

2.24.1. Where necessary, those parts of the workplace (including doors, passageways, stairs, showers, washbasins, lavatories, and workstations) used or occupied directly by disabled persons at work shall be organised to take account of such persons.

Section 25 Personal Safety. (Lone working)

Subject Information

Establishing a healthy and safe working environment for lone workers can be different from organising the health and safety of other employees. They should not be put at more risk than other people working for you.

It will often be safe to work alone. However, the law requires employers to think about and deal with any health and safety risks to employees.

Is it legal to work alone and is it safe?

Working alone is not in itself against the law and it will often be safe to do so. However, the law requires employers to consider carefully, and then deal with, any health and safety risks for people working alone.

Employers are responsible for the health, safety, and welfare at work of all their workers. They also have responsibility for the health and safety of any contractors or self-employed people doing work for them.

These responsibilities cannot be transferred to any other person, including those people who work alone. Workers have responsibilities to take reasonable care of themselves and other people affected by their work activities and to co-operate with their employers in meeting their legal obligations.

Who are lone workers and what jobs do they do?

Lone workers are those who work by themselves without close or direct supervision, for example:

- Housing and Neighbourhood teams, front-line workers.
- A person working alone in a small workshop, petrol station, kiosk, or shop.
- People who work from home other than in low-risk, office-type work (separate guidance covers homeworkers doing low-risk work – see the end for details)
- People working alone for long periods, e.g., in factories, warehouses, leisure centres or fairgrounds.
- People working on their own outside normal hours, e.g., cleaners and security, maintenance, or repair team members.

As mobile workers working away from their fixed base.

- Workers involved in construction, maintenance and repair, plant installation and cleaning work.
- Agricultural and forestry workers
- Service workers, including postal team members, social and medical workers, engineers, estate agents, and sales or service representatives visiting domestic and commercial premises.

How must employers control the risks?

Employers have a duty to assess risks to lone workers and take steps to avoid or control risks where necessary. This must include:

- involving workers when considering potential risks and measures to control them.
- taking steps to ensure risks are removed where possible, or putting in place control measures, e.g., carefully selecting work equipment to ensure the worker is able to perform the required tasks in safety.
- instruction, training, and supervision.
- reviewing risk assessments periodically or when there has been a significant change in working practice.

This may include:

- being aware that some tasks may be too difficult or dangerous to be carried out by an unaccompanied worker.
- where a lone worker is working at another employer's workplace, informing that other employer of the risks and the required control measures.
- when a risk assessment shows it is not possible for the work to be conducted safely by a lone worker, addressing that risk by deciding to provide help or back-up.

Risk assessment should help employers decide on the right level of supervision. There are some high-risk activities where at least one other person may need to be present. Examples include:

- working in a confined space, where a supervisor may need to be present, along with someone dedicated to the rescue role.
- working at or near exposed live electricity.
- working in the health and social care sector dealing with unpredictable client behaviour and situations or any assigned persons as Do Not Visit Alone.

Which problems affect lone workers?

Lone workers should not be put at more risk than other employees. Establishing a healthy and safe working environment for lone workers can be different from organising the health and safety of other employees. Your risk assessment process should identify the issues relevant to your circumstances.

Can one person adequately control the risks of the job?

Employers should take account of normal work and foreseeable emergencies, e.g., fire, equipment failure, illness and accidents. Employers should identify situations where people work alone and consider the following:

- Does the workplace present a specific risk to the lone worker, for example due to temporary access equipment, such as portable ladders or trestles that one person would have difficulty handling?
- Is there a safe way in and out for one person, e.g., for a lone person working out of hours where the workplace could be locked up?
- Is there machinery involved in the work that one person cannot operate safely?
- Are chemicals or hazardous substances being used that may pose a particular risk to the lone worker?
- Does the work involve lifting objects too large for one person?
- Is there a risk of violence and/or aggression?
- Are there any reasons why the individual might be more vulnerable than others and be particularly at risk if they work alone (for example if they are young, pregnant, disabled or a trainee)?
- If the lone worker's first language is not English, are suitable arrangements in place to ensure clear communications, especially in an emergency?

If a person has a medical condition, are they able to work alone?

- Employers should seek medical advice if necessary. Consider both routine work and foreseeable emergencies that may impose additional physical and mental burdens on an individual.

Why is training particularly important for lone workers?

- Training is particularly important where there is limited supervision to control, guide and help in uncertain situations. Training may also be crucial in enabling people to cope in unexpected circumstances and with potential exposure to violence and aggression.

- Lone workers are unable to ask more experienced colleagues for help, so extra training may be appropriate. They need to be sufficiently experienced and fully understand the risks and precautions involved in their work and the location that they work in.
- Employers should set the limits to what can and cannot be done while working alone. They should ensure workers are competent to deal with the requirements of the job and are able to recognise when to seek advice from elsewhere.

Monitoring

Procedures must be put in place to monitor lone workers as effective means of communication are essential.

These may include:

- supervisors periodically visiting and observing people working alone.
- pre-agreed intervals of regular contact between the lone worker and supervisor, using phones, radios, or email, bearing in mind the worker's understanding of English.
- manually operated or automatic warning devices which trigger if specific signals are not received periodically from the lone worker, e.g., team members security systems.
- implementing robust system to ensure a lone worker has returned to their base or home once their task is completed.

What happens if a person becomes ill, has an accident, or there is an emergency?

- Your assessment of the risks should identify foreseeable events. Emergency procedures should be established, and employees trained in them.
- Information regarding emergency procedures should be given to lone workers. Your risk assessment may indicate that mobile workers should carry first-aid kits and/or that lone workers need first-aid training. They should also have access to adequate first-aid facilities.

More information

- Homeworkers: Guidance for employers on health and safety Leaflet HSE Books 2011 <https://www.hse.gov.uk/toolbox/workers/home.htm>

Manual handling.

Manual Handling Operations Regulations 1992 (as amended). Guidance on Regulations L23 (Third edition) HSE Books 2004 ISBN 978 0 7176 2823 0 www.hse.gov.uk/pubns/books/l23.htm

Violence at work:

A guide for employers Leaflet INDG69(rev) HSE Books 1996 www.hse.gov.uk/pubns/indg69.pdf

Managing work-related violence in licensed and retail premises Leaflet INDG423 HSE Books 2008 www.hse.gov.uk/pubns/indg423.pdf

Working with substances hazardous to health: A brief guide to COSHH Leaflet INDG136(rev5) HSE Books 2012 www.hse.gov.uk/pubns/indg136.htm

Working at height: www.hse.gov.uk/toolbox/height.htm

Other sources of advice: You may be able to get additional information from your trade association or employers' organisation, or from trade unions and some charities, e.g., the **Suzy Lamplugh Trust**

Section 26 Transport.

Subject Information

Introduction

More than a quarter of all road traffic incidents may involve somebody who is driving as part of their work at the time (Department for Transport figures).

Health and safety law applies to work activities on the road in the same way as it does to all work activities, and you need to manage the risks to drivers as part of your health and safety arrangements. Effective management of work-related road safety helps reduce risk, no matter what size your organisation is. It could also result in, for example:

- fewer injuries to drivers.
- reduced risk of work-related ill health.
- reduced stress and improved morale.

Health and safety law does not apply to people commuting (i.e., travelling between their home and their usual place of work), unless they are travelling from their home to somewhere which is not their usual place of work.

How to manage work-related road safety

Organisations have a legal duty to put in place suitable arrangements to manage health and safety. This is a wide-ranging requirement, so HSE encourages a common-sense and practical approach. It should be part of the everyday process of running an organisation and part of good management generally.

Here are some examples of how this approach can be applied to work-related road safety.

Plan – Describe how you manage health and safety in your organisation and plan to make it happen in practice.

- Assess the risks from work-related road safety in your organisation.
- Produce a health and safety transport policy covering, for example, organizing journeys, driver training and vehicle maintenance.
- Make sure there is top-level commitment to work-related road safety in your organisation.
- Clearly set out everyone's roles and responsibilities for work-related road safety. Those responsible should have enough authority to exert influence and be able to communicate effectively to drivers and others.

Compliance - Emergency, Disaster, and Incident Plan (Response Procedure)

Introduction

An Emergency is classed as serious and imminent danger to the health of residents and/or team members, a risk to safety, or serious damage to buildings. This Plan works to minimise disruption and prevent worsening of the situation.

This Plan is designed to:

- Provide a safe environment for the protection of the public, tenants, and employees in the immediate aftermath of an incident to allow further inspections and works to progress quickly.
- provide structured guidance and direction in the event of an emergency, incident, or disaster situation.
- safeguard property.
- facilitate the early restoration of a building service once deemed safe.
- protect the operation and reputation of the company; and
- provide guidance on when to implement a major incident emergency response.

This Plan includes a system of escalation from any team member on -site at the time or any SBHA Officer with involvement to a full crisis management team depending on the circumstances of the incident.

Hanover Housing is available outside of normal office hours, and as an external company, respond to tenant enquiries and they are trained to deal with emergencies and the escalation procedures to liaise with SBHA Out of Hours Officers as required.

In all cases, the team members attending the emergency will communicate with, and be directed by, the emergency services in attendance until those emergency services relinquish control of the situation.

The Compliance Manager or Asset Safety Officer must be contacted preferably by phone and followed up with an email to healthandsafety@sbha.org.uk of the incident details and prior to entry to any building following an incident that has been passed back from the emergency services to ensure compliance with legislative requirements and safety of any persons requiring access to the building. A Safe System of Work (SSOW) once safety has been established the works will be signed over to Neighbourhood team as a safe environment.

Although the Plan concentrates on responding to reasonably foreseeable incidents, there is flexibility enough to form the basis of a response to any unpredicted scenario. Incidents and emergencies are categorised depending on severity, and the escalation procedure and categorisation is shown below in Appendix 1.

The Plan

When SBHA (OOH or during working hours) is notified of any incident that constitutes an emergency, disaster, severe flood, or fire, the Compliance team must be notified as soon as practicable to ensure the safe use of any premises before entry by the public, SBHA employees, or any other persons to satisfy the HSWA 1974 section 2 employers' responsibilities. If there is any on-site SBHA team members they will:

- Ensure there is no immediate danger to themselves or to tenants and secure the area until it has been deemed the building safe for entry. Seek assistance from the Compliance team if required.
- The Officer in attendance should assess the severity of the incident. They will decide if the incident can be contained and dealt with by emergency services (for example, an accident where a tenant is taken to hospital and is being cared for by others). In reaching this decision, the team members may choose to attend the site of the incident if not already on site and contacted by Out of Hours.

- Determine if backup team members are required to attend to help deal with the incident and the aftermath, or if they can deal with this as an operational incident which does not require escalation. Any operational matter dealt with by the out-of-hours standby officer is to be fully documented, photographed where necessary and submitted to the head of services at the earliest opportunity who will ensure follow-up action is arranged if required.
- Contact backup team members if needed (the crisis management team). A plan of action and specific duties will be allocated to team members by the most senior member of team members in attendance this will include support to the emergency services, support to directly affected tenants, support to other tenants within the vicinity, support to team members attending, contact with third parties (such as family members, flat mates etc. as appropriate to the situation), and ensure assessment of the building by the compliance team who will instruct building works necessary to make the area safe and secure to allow further inspections and visits to take place as required.
- The Chief Executive and Director of Property Services will be informed of the incident once an assessment has been made of the severity if the crisis management team are mobilised.

Dependant on circumstances, other external agencies will also be involved, including (but not limited to)

- NHS Scotland would be involved where the incident included a communicable disease.
- The Chair of the Board may be informed (either at the time of the incident, or the next working day, depending on severity).
- If a tenant is hospitalised, a member of team members would attend the hospital to update them on the progress of the incident, ensure they have means of communication (i.e., providing a phone charger if necessary), ensure they have return transport to their accommodation or temporary accommodation in the event of building damage, fire) and provide contact details for support services they could access. If the tenant could not receive visitors, that member of team members would ensure the hospital personnel have the relevant details to pass on.

Following any emergency incident, a detailed report will be provided to the healthandsafety@sbha.org.uk inbox logging the Incident and ensuring Safe System of Works are followed. The report will be sent to the Director of Property Services as strategic lead on health and safety reporting the incident, actions, and outcomes. This would be escalated as appropriate by the Director.

Post Incident Review

Any emergency incident is reviewed by the Director of Property Services and if required the wider Executive team, Housing Manager and Compliance Coordinator and any further action required is arranged. This document is reviewed bi - Annually by the Compliance team or where any significant change takes place.

APPENDIX 1

Escalation Framework and Risk Categories

Category 1: Low impact, "everyday" issues that do not have a reputational impact- These should be notified by the responsible team members member to their line manager.

Risk Category 1 - Incident

Loss of localised heating / hot water - centralised plant
Non HSE reportable accident - Employees
Non-work-related accidents team members/visitors
Low level localised flood or fire incidents
Lift entrapment under 1 hour
Loss of utility supply-site wide under 1 hour of any length
Failure of localised drainage system
Loss of utility supply - site wide more than 1 hour
Escape of gas or fumes
Death in accommodation through natural causes

Any person being injured triggers escalation to category 2.

Category 2: Medium impact, medium visibility. Taken individually these events may not trigger a significant reputational issue, but if enough of them occur, or one of them worsen - could be damaging to SBHA reputation.

Risk Category 2 - Incident

Reportable Dangerous Occurrences to HSE under the RIDDOR Regs
HSE Reportable accidents - Employees
HSE Reportable work-related accidents - Team members / Visitors
HSE Reportable Occupational Diseases - Employees
Claim for injury – EL Insurance- Employee
Claim for injury – PL Insurance- Team members / visitors / members of the public.
Detection of legionella (water borne bacteria)
Persistent localised flood, electrical or fire incidents making accommodation/operations inoperable for any period longer than a day.

Category 3: High-profile incident, high impact event, illegal activity, or incident of bodily harm of tenants/team members. This should be escalated immediately to the executive team.

Risk Category 3 - Incident

Death in accommodation for any other reason other than natural causes.
Criminal behaviour involving serious injury arising from drug use, theft, rape,
Major flood, electrical or fire incident with major damage to building and need to re-house tenants for a longer term.
Explosion because of gas escape or failure of a plant and equipment.

In all cases, if a direct line manager is not available or cannot respond then the matter should be escalated to the next most senior manager available.

SEVERE WEATHER EMERGENCY PROCEDURE

Emergency Response to Severe Weather Emergencies

Weather Precautions

1 November - The drain down of all void properties will be instructed. Drains down commence the beginning of November and continues through until February/March on instruction by Head of Programme Delivery.

Weather Emergency

A weather emergency may be declared by the Chief Executive or in their absence a Director of the Association or, in their absence, an appropriate Manager.

The declaration of a weather emergency should be discussed between the Executive Team, if available, or their deputies. In cases where it is not possible to contact them, the Standby Officer may declare a weather emergency.

Repairs Line/Out of hours provider must advise the Head of Programme and Delivery, if out of hours, the Duty Standby Officer, when common emergency calls connected to weather conditions, reach rate of 5 per hour over a 2-hour period. This is to be reported to the Head of Programme and Delivery and Chief Executive. A decision on declaration of emergency to be taken as above.

Front line Repairs team members will deal with weather emergencies for the first 24hrs. During this period additional team members previously identified will be contacted and work rotas drawn up; see 3, Team members Resources.

During the emergency an Emergency Team with a core group of representatives from Property Services and Housing Management will meet to assess forthcoming weather conditions as reported by the Met Office. This meeting will review team members and material resources and co-ordinate action

