Health & Safety Policy (2012)



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POLICY STATEMENT

Nottingham City Homes (NCH) is an Arms Length Management Organisation (ALMO), which manages and maintains Nottingham City Council's (NCC) rented housing stock of around 29,000 properties and 1,000 leasehold properties. NCH is a Company limited by guarantee, and is wholly owned by NCC, as the sole shareholder. NCH became operational on 1 April 2005 and employs approximately 1,000 staff.

It is the policy of Nottingham City Homes Limited (hereinafter referred to as “the company”) that all reasonably practicable steps will be taken to ensure the health, safety and welfare of:

- its employees
- tenants, customers and leaseholders
- contractors working on the company’s property or projects
- visitors and members of the public who may be affected by activities whilst on or around company premises, including managed premises, outside workplaces and sites.

The company acknowledges its activities may have an impact on the environment and will seek to reduce that impact as far as is reasonably practicable.

Board members regard the promotion of health, safety and welfare as a mutual objective for management and employees at all levels.

The company recognises its statutory obligations especially its responsibilities under the Health and Safety at Work etc Act 1974, the Management of Health and Safety at Work Regulations 1999 and associated health and safety legislation, approved codes of practice and guidance and is fully committed to complying with applicable legal requirements. The company accepts that legislation defines minimum standards and therefore the company will always strive to attain a higher level. The company also recognises that in certain areas sector specific best practice and standards may apply and is committed to meeting these requirements, where practicable.

To achieve these obligations the company appoints competent persons to be responsible for keeping workplace health, safety and welfare arrangements under constant review, to liaise with the Health and Safety Executive (HSE) wherever necessary, and to keep the company and Board members informed of new EU directives, legislation, approved codes of practice and guidance in order to ensure ongoing compliance with health and safety law.

To comply with its statutory and common law duties, the company has insurance against liability for death, injury and disease which may affect any of its employees arising out of and in the course of employment, if caused by negligence and / or breach of statutory duty on the part of the company.

The company will, so far as is reasonably practicable:

- provide safe places of work, with safe access and egress.
- provide safe plant, equipment, systems of work and a healthy working environment with adequate welfare facilities.
- ensure the safety and absence of risks to health in connection with the use, handling, storage and transport of articles and substances.
- provide appropriate information, instruction, training and supervision to enable all employees to execute their duties in a safe and responsible manner.
- provide adequate financial and physical resources to maintain suitable health and safety standards.

All employees have a duty to co-operate with the company and have a positive role to play in matters of health, safety and welfare by:

- working at all times with due regard to safety.
- using any Personal Protective Equipment (PPE) that is provided for their protection.
- adhering to company practices and procedures to ensure a safe working environment.
- promptly reporting any hazards, potential hazards or accidents.
- assisting in the investigation of accidents and aiding the introduction of measures to prevent a recurrence.
- co-operating with the company in matters of health and safety including attending health and safety training courses.

All employees also have specific health and safety responsibilities which are outlined in more detail in the 'organisation' section of this policy.

The company is committed to the prevention of injury and ill-health and will always strive for continual improvement in occupational health and safety management and performance. Health and safety management and performance will be monitored by managers and the relevant Health and Safety Committees. The Board will monitor and review health and safety performance through feedback from Health and Safety Committees and via an annual health and safety report prepared by the company's Health and Safety Team. The Health and Safety Management System procedure produced under this Health and Safety Policy provides the framework for setting and reviewing health and safety objectives.

The company supports the concept of consultation with its staff on health and safety matters and has an established Corporate Health and Safety Committee and divisional Health and Safety Committees which provide a forum for such consultation.

This policy will be communicated to all staff and will be reviewed on an annual basis by the Board.

Nottingham City Homes Board members are fully committed to this policy and look forward to the support of all employees in implementing and meeting its requirements.

See APPENDIX A [HEALTH AND SAFETY POLICY BOARD SIGNATURE SHEET]

ORGANISATION

This section provides a comprehensive breakdown of the distribution of health and safety responsibilities throughout the company. It identifies where day-to-day and overall operational responsibility rests for all aspects of health and safety.

It must be stressed that in addition to responsibilities placed against specific appointments everyone from the Chief Executive Officer down is an employee of the company and therefore must abide by the employees responsibilities in addition to those specifically relating to their position.

Board Members (The Board)

The Board members of Nottingham City Homes have overall responsibility for ensuring that the company fulfils its legal obligations, the effective planning and implementation of the Health and Safety Policy and ensuring that adequate resources are made available to enable the company to meet its health and safety obligations.

Board members will:

- ensure health, safety and welfare is taken into consideration when introducing new strategies and policies within the company.
- ensure that the health and safety policy and the Health and Safety Management System are effective, monitored and reviewed.
- consider advice from the Corporate Health and Safety Committee and the annual health and safety report, and take forward any action necessary.

Chief Executive Officer

The Chief Executive Officer will:

- ensure health, safety and welfare is taken into consideration when introducing new strategies and policies within the company.
- ensure that the health and safety policy and the Health and Safety Management System are effectively implemented and followed and that health and safety matters are brought to the attention of board members and the executive management team as necessary.
- ensure that health and safety matters discussed by the board members are communicated within the company as necessary.
- ensure that the executive management team are aware of their roles and responsibilities in the effective management of health and safety.
- seek to ensure that financial and other resources are available to meet health, safety and welfare requirements.

Company Secretary

The Company Secretary will:

- carry out the role of Company Secretary/solicitor and lead on issues relating to company governance.
- provide legal advice to the company in all areas of its work, in conjunction with other managers assess the level of risk and appropriate action required and act as or procure advocates for the company before courts, inquiries and tribunals.

- fulfil the responsibilities attributed to a head of service.

Executive Management Team

The Executive Management Team will:

- ensure health, safety and welfare is taken into consideration when introducing new strategies and policies within the company.
- demonstrate its commitment to health and safety and the Health and Safety Management System by:
  - ensuring the availability of necessary resources to establish, implement, maintain and improve the Health and Safety Management System,
  - acknowledging responsibilities and accountabilities within the Health and Safety Management System,
- take an active and visible role in the management of health and safety within their divisions.
- ensure health, safety and welfare strategies and plans are developed and implemented to achieve and maintain compliance with health, safety and welfare legislation.
- ensure that arrangements for the health and safety of employees within their divisions are produced, made known and maintained and that arrangements are reviewed whenever there is a change of operation.
- seek to ensure that financial and other necessary resources are available to meet health, safety and welfare requirements.
- ensure that heads of service are aware of their role and responsibilities in the effective management of health and safety.
- ensure adequate management representation at Health and Safety Committee meetings and give due consideration to issues raised at the meeting.
- carry out an annually review of the company's Health and Safety Management System, led by the appointed responsible Director, to ensure its continuing suitability, adequacy and effectiveness and to track the inputs and outputs defined in the management system.

Heads of service

Heads of service will:

- take an active and visible role in the management of health and safety within their own division,
- Actively promote and ensure managers follow the company's Health and Safety Management, System,
- respond positively to health and safety issues identified and their resolution,
- advise their director of any financial or other resource implications to meet health, safety and welfare requirements,
- ensure that managers in their division are aware of their roles and responsibilities in the effective management of health and safety,
- liaise with responsible managers and the company's Health and Safety Team on relevant health, safety and welfare issues within their division.

Head of Health and Safety

As the company's competent person for health and safety the Head of Health and Safety will provide strategic direction for the company's Health and Safety function, ensure the provision of a modern, efficient health and safety service, ensure health and safety is managed effectively and the promotion of a positive health and safety culture to the Board, directors, managers, employees and contractors.

The Head of Health and Safety will:

- act as head of profession for the company's health and safety function, ensuring that a robust Health and Safety Management System and good health and safety management practice are embedded across the company.
- ensure health, safety and welfare is taken into consideration when introducing new strategies and policies within the company.
- ensure that NCH's board and executive management team are kept informed of and alerted to relevant health and safety risk management issues and provide regular reports on health and safety performance.
- ensure appropriate health and safety input into emergency management provisions and any associated investigations.
- ensure the development and maintenance of the company's health and safety policy, associated manual and ensure appropriate input into other company strategies and policies.
- draw up an annual work plan based upon the safety policy, aims, priorities and objectives of the company and ensure implementation.
- ensure compliance with CDM regulations on behalf of Nottingham City Homes.
- ensure that company procurement incorporates health and safety best practice and ensure regular monitoring to ensure compliance.
- ensure that have the health and safety performance of contractors acting on behalf of the company is monitored regularly.
- ensure service risk assessments are undertaken in accordance with the company's risk assessment plan and monitor implementation of actions to address risks.
- provide advice on the implications of new and revised health and safety legislation and ensure dissemination of information via intranet, managers briefings, etc. and undertake checks to ensure managers implement best practice as appropriate.
- ensure that appropriate health and safety and risk assessment training is provided to board members, managers and employees, liaising with the head of OD and Learning, as appropriate.
- lead the company's consultation on health and safety matters.
- lead the development and implementation of a range of proactive and preventative employee health initiatives and lead on the management of stress.
- take a lead role in the use of technology for health and safety purposes, including it systems and ensure that NCH's management systems provide for effective monitoring and reporting of the company's health & safety performance.
- act as the company's lead point of contact with the Health and Safety Executive.
- take a lead role in the execution of the company's emergency plan including preparation and maintenance of the emergency plan.

Managers

Managers are responsible for strict observance of the health and safety policy, Health and Safety Management System and all company health and safety controls and rules. They must also ensure that first line managers are competent and receive the support they need to perform their duties

Managers will:

- take an active and visible role in the management of health and safety in areas under their management,
- manage health and safety effectively in accordance with the company's Health and Safety Management System,
- respond positively to health and safety issues identified and their resolution,
- know their responsibilities and other persons' responsibility for implementing the health and safety policy,
- monitor the effectiveness of the health and safety policy and Health and Safety Management System within their section,
- ensure safe working practices are developed and that established health and safety rules and safe working practices are adhered to,
- ensure that arrangements for the health and safety of the employees in their area are developed made known and maintained and that arrangements are reviewed whenever there is a change of operation,
- ensure all activities carried out by employees they manage do not create an uncontrolled risk to anyone affected by its undertakings,
- accompany health and safety inspectors, environmental health officers and other enforcement officers visiting the company, act on their recommendations and inform a company Health and Safety Advisor as soon as possible,
- ensure that all employees receive area specific and formal health and safety induction training on commencing work, on promotion, on change of working practices and at any other time that would benefit the individual concerned which addresses health and safety matters,
- ensure that all employees are competent and receive relevant health and safety training to enable them to carry out their work safely,
- ensure that e-learning modules are speedily completed by staff and identified actions are followed up and resolved within a reasonable time,
- ensure that risk assessments are completed and reviewed in areas under their management and that the necessary control measures to eliminate or reduce any risk to as low a level as is reasonably practicable, are identified and implemented (e.g. introduction of equipment, written procedures, training, personal protective equipment, etc.) and that employees and others who may be affected are informed of the findings of the risk assessment,
- ensure that persons appointed to carry out risk assessments on their behalf are competent and receive ongoing support,
- ensure that persons appointed to carry out risk assessments are provided with adequate time, information and other resources necessary to enable them to carry out their duties effectively,
- take full ownership and responsibility for all risk assessments undertaken on their behalf and ensure that any recommended controls for which resources are unavailable are passed to their immediate manager for action and discussed at the Health and Safety Committee meeting,
- ensure that all employees within their function adhere to risk assessments, safe working practices and established health and safety rules on a day-to-day basis,

- ensure that the health and safety policy is communicated to all employees with particular emphasis on health and safety roles and responsibilities and that a copy is kept in a known and accessible location for all employees to refer to,
- ensure that first line managers are made aware of their roles and responsibilities in the effective management of health and safety,
- ensure that first line managers receive relevant health and safety training and are provided with the support they need to perform their duties,
- ensure that employees are provided with suitable and sufficient health and safety information and instruction, appropriate to their activities and responsibilities,
- advise their head of service/assistant director of any financial or resources requirements to meet health, safety and welfare needs,
- carry out periodic workplace health and safety inspections and implement improvements to address issues identified,
- ensure that accidents, violence to staff and near misses are reported and recorded on the appropriate form and that all incidents are reported to the company's Health and Safety Team within 24 hours to enable corporate reporting,
- ensure all accidents, violent incidents and near misses are investigated and action is taken to prevent a reoccurrence,
- monitor accident, violence to staff and near miss incidents reported to review trends and ensure that appropriate preventative measures are identified and implemented,
- monitor hazards and the effectiveness of operational controls to promote continual improvement,
- ensure appropriate welfare provisions are provided and utilised,
- ensure fire precautions and procedures are produced, available and followed.

First line managers

First line managers are accountable to their manager for the day to day implementation of:

- the health and safety policy and the Health and Safety Management System,
- risk assessments
- safe systems of work, method statements, safe working practices and procedures
- the provision of general and specific health and safety information.

In addition, first line managers will ensure that:

- they respond positively to health and safety issues identified or raised by employees and resolve the issue or refer it to their manager for resolution,
- they participate in the risk assessment process,
- they set a good example on health and safety matters,
- measures to reduce or eliminate unsafe acts or conditions are identified and implemented,
- all employees are informed, instructed, trained and supervised in safe methods of work,
- employees are notified of all arrangements for their health and safety and their responsibilities under the health and safety policy and the Health and Safety Management System,
- they liaise with their manager concerning any queries raised by staff, visitors or contractors on health and safety matters,

- they enforce the use of mandatory personal protective equipment,
- they ensure that safe systems of work are implemented and are effective,
- health and safety training needs are identified and arranged,
- premises and work equipment is monitored and that, where necessary, faults are reported and rectified,
- only employees who are adequately trained and competent undertake tasks or operate machinery and equipment,
- they assist employees and safety representatives in resolving health and safety problems,
- all accidents, incidents and near misses are reported promptly, recorded, investigated and that recommendations are made and implemented to prevent a reoccurrence.

Persons in control of facilities or premises

For the purposes of this policy “facilities” and “premises” are defined as any building or series of buildings within a specific area owned, occupied or used by the company’s employees as a work place.

Persons in control of facilities or premises are responsible for the health and safety of all employees, contractors, customers and members of the public who may visit, use or work in them.

The person in control of facilities or premises will ensure that:

- fire prevention and precaution arrangements are maintained via the fire log book and a fire risk assessment is prepared, implemented and communicated.
- asbestos within the premises is managed via an asbestos log book.
- the water system within the premises is managed via a water monitoring log book.
- a high standard of housekeeping is maintained at all times.
- incidents reported relating to facilities or premises are investigated and remedial action is implemented.
- the premises and its fixtures and fittings are kept serviceable through regular maintenance and servicing.
- the premises are provided with adequate security.
- consultation and communication is made with premises occupants as necessary.
- where there is shared occupancy, they liaise with other premises managers with regards to the health and safety of the workplace.
- adequate systems are in place for the control of visitors, contractors and other persons visiting or temporarily working on the premises.
- adequate systems are in place for notifying and attending to building maintenance issues.
- a written emergency evacuation procedure exists and that the procedure is communicated to new and existing employees.
- Relevant health and safety information is displayed in a prominent location.
- contractors are inducted in the minimum site health and safety requirements and their safe work practices are adequate,
- visitors are made aware of relevant health and safety requirements and, where they are not familiar with the site, are escorted while on site.

Senior Health and Safety Advisor

The Senior Health and Safety Advisor will:

- deputise for the Head of Health and Safety where the Head is on leave or absent from work,
- lead on the effective implementation of the company's Health and Safety Management System
- assist in regular monitoring of the health and safety performance of the company and its contractors to identify weaknesses or failures and bring these to the attention of the head of health and safety and relevant managers with recommendations for remedy.
- assist the head of health and safety in drawing up an annual work plan based upon the health and safety policy, aims, priorities and objectives of the company.
- act as secretary to the relevant divisional Health and Safety Committee to support effective consultation with trades unions and employees on health and safety matters.
- support the provision of necessary training and instruction to all the company's employees as appropriate to their roles in general health and safety awareness, accident prevention techniques and individual health and safety responsibilities.
- assist with the development and implementation of the company health and safety policy, procedures and practices and provide input into other company strategies and policies.
- support the production and maintenance of a comprehensive health & safety manual and the dissemination of information via intranet, team briefings, etc.
- provide advice on safe working practices, systems and methods of working within NCH, monitoring and ensuring compliance with the application of NCH's health and safety policies, procedures and rules.
- provide advice upon the suitability of various types of safety equipment, especially with a view to achieving high quality and value for money.
- undertake investigation and analysis of accidents and dangerous occurrences with particular reference to those which may lead to liability claims.
- monitor the mechanisms which flag up any significant health & safety failures and undertake proper investigation into the cause.
- monitor the health and safety management systems which are in place and undertake periodic audits.
- carry out and record generic risk assessments, regular health and safety inspections, and monitor associated action plans escalating any issues to the head of health and safety as appropriate.
- advise and support managers on health and safety issues arising from risk assessments and health and safety inspections.
- ensure an effective accident reporting system to ensure compliance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) and provide statistical analysis, identifying potential risk areas and action taken to minimise reoccurrence.
- advise on and ensure practical compliance with legislation relevant to trhe company.
- ensure that risks to employees are assessed, particularly in relation to lone working, stress and violence at work.

Health and Safety Advisor

Health and Safety Advisor will:

- ensure effective information is provided to managers and staff on health and safety matters through the preparation and updating of, for example, health and safety manuals, safe working guidance and intranet information, and maintenance of health and safety library.
- support the effective implementation of the company's Health and Safety Management System,
- act as secretary to the relevant divisional Health and Safety Committee to support effective consultation with trade unions and employees on health and safety matters.
- undertake investigation and analysis of accidents and dangerous occurrences with particular reference to those which may lead to liability claims.
- assist in ensuring that the necessary training and instruction is given to managers and staff as appropriate to their roles, e.g. in general health and safety awareness, accident prevention techniques and individual health and safety responsibilities from induction onwards.
- monitor the practical application of NCH's health and safety policies, procedures and rules by undertaking health and safety audits.
- ensure that risk assessments and regular health and safety inspections are carried out, recorded and action plans monitored.
- ensure that risks to employees are assessed, particularly in relation to lone working, stress and violence at work.
- assist and advise managers and risk assessors in the preparation of risk assessments.
- advise and support managers on health and safety issues arising from health and safety risk assessments and/or inspections.
- collate and maintain an accident reporting system to ensure compliance with RIDDOR and record and collate violent incidents to provide statistical analysis, identifying potential risk areas and action taken to minimise reoccurrence.
- assist with practical compliance with all relevant health and safety legislation including COSHH (Control of Substances Hazardous to Health) regulations; Personal Equipment (PPE) regulations; Display Screen Equipment (DSE) regulations; First Aid regulations, etc.
- investigate and report any unsafe working practices.

Construction Health and Safety Officer

The Construction Health and Safety Officer will:

- act as the company's appointed CDM (Construction (Design and Management)) Co-ordinator, as defined by the Construction (Design and Management) Regulations 2007, for relevant repair and maintenance work, Decent Homes projects and other relevant work.
- notify the Health and Safety Executive about any relevant construction projects to be carried out by the company.
- determine the competence of contractors and designers prior to the award of contracts.
- evaluate the health and safety elements of contractor tender submissions.
- co-ordinate the health and safety aspects of design work and specifications relating to relevant projects.
- facilitate good communication between the company, its designers and contractors, and attend health and safety project meetings as appropriate.

- prepare pre-works health and safety information and ensure that contractor's health and safety plans, information and method statement are suitable and sufficient.
- prepare and implement written procedures relating to the management of health and safety in construction and repair works.
- assist with the collation of relevant information for the health and safety file.
- undertake site health and safety inspections.
- gather data and prepare reports relating to the health and safety performance of contractors.
- carry out research and provide health and safety advice to company managers as required.
- prepare and deliver training courses and tool box talks.
- support the effective implementation of the company's Health and Safety Management System,

Fire Safety and First aid Officer

The Fire Safety and First Aid Officer will:

- plan, undertake/co-ordinate and periodically review fire risk assessments in workplaces and common areas of high rise buildings, hostels, HiMOs and sheltered housing.
- carry out and periodically review a risk assessment of the company's first aid provision.
- develop and maintain close contacts and partnerships with Nottinghamshire Fire and Rescue Service and the East Midlands Ambulance Service to promote fire safety provisions and improve first aid.
- co-ordinate and regularly review the training and activities of appointed fire wardens and first aiders.
- prepare and periodically test fire evacuation plans in all the company's workplaces.
- prepare and carry out desktop studies of the fire evacuation plans for high rise buildings, sheltered housing, hostels and other premises managed by the company.
- plan and carry out or co-ordinate periodic inspections of fire prevention, detection, alarm and fire fighting facilities and equipment in workplaces and premises managed by the company.
- plan and co-ordinate periodic inspections of fire escape routes, signs and notices in workplaces and premises managed by the company.
- plan and carry out periodic inspections of first aid facilities and equipment in company workplaces and vehicles.
- investigate the causes of fires in workplaces, vehicles or housing managed by the company, and make recommendations for the prevention of similar fires.
- monitor and investigate the causes of fire alarm activations in workplaces and residential buildings with a view to determining and reducing the frequency of false alarms.
- assist with the formulation of the company's fire safety policy and procedures.
- prepare and deliver fire safety training and presentations.
- prepare and circulate fire safety information and advice.
- provide professional advice on fire safety issues to the company's directors, managers, and customers.
- support the effective implementation of the company's Health and Safety Management System,

Employees

In addition to the responsibilities outlined in the Health and Safety Policy Statement all employees will ensure:

- they are familiar with the health and safety policy,
- they co-operate with the company in meeting its statutory duties,
- they take reasonable care of themselves and others who may be affected by their acts or omissions,
- they do not intentionally or recklessly interfere with or misuses anything provided in the interest of health and safety,
- all accidents, violent incidents, dangerous occurrences and near misses are immediately reported to their first line manager or manager,
- they are familiar with any emergency procedures applicable to the area in which they are working,
- they wear or use any personal protective equipment provided for their safety, routinely inspect it and maintained it in a condition fit for that use, and where any defects are found they report them immediately to their first line manager or manager,
- where they identify any condition or situation which in their opinion is hazardous or dangerous, they immediately report it to the manager with responsibility for that area,
- they attend health and safety training courses,
- They attend occupational health appointments and participate in relevant health surveillance,
- they carry out work in a safe manner complying with appropriate health and safety training, information and instructions, following relevant policies, procedures and controls,
- they use machinery, substances, transport or other work equipment in a safe manner complying with manufacturers requirements, appropriate training, information and instructions for use, following relevant policies and guidance,
- they do not, under any circumstances, carry out an activity that is likely to put themselves or others in danger or to undertake any hazardous task, which they are not competent to do or have not been trained for.

Every member of staff is encouraged to recommend improvements concerning health and safety issues at work to their line manager, supervisor, the company's Health and Safety Team or their Employee Health and Safety Representative.

Risk assessors

Risk assessors will:

- carry out risk assessments in accordance with training and information provided to them using the appropriate risk assessment format,
- take reasonable care when carrying out risk assessments to ensure they are a correct and reasonable reflection of the issues, control measures and further actions required,
- where necessary, seek advice from other sources of information and advice during the course of carrying out a risk assessment (e.g. the intranet, HSE and professional bodies and the company's Health and Safety Team),
- provide completed risk assessments to their manager in good time to enable them to authorise the risk assessment by signing it,
- notify the company's Health and Safety Team of any risk assessments completed by providing them with an authorised signed copy,
- Promote risk assessment to relevant persons and share them with other managers.

Fire wardens

The names of fire wardens will be displayed at prominent locations in the workplace.

In the event of a fire, fire wardens and deputies will:

- where necessary, raise the alarm.
- sweep their area, if it is safe to do so, to ensure everyone evacuates and leave the premises as quickly as possible.
- close doors and windows, if it is safe to do so, as they sweep their area or as they leave.
- direct people from their area to the correct assembly point.
- ensure premises are evacuated quickly (within 4 minutes) and make a note of anyone who takes longer than 4 minutes to evacuate and report this to the relevant manager.
- aid in the evacuation of all staff and visitors as quickly as possible.
- carry out a reasonable check to ensure everyone is present at the assembly point by identification, headcount, check list, etc. and note anyone potentially not present.
- communicate the “all clear” (or otherwise) to the company’s responsible person so the Fire Service can be made aware.
- communicate the all clear to return to the premises when the Fire Service or the company responsible person makes this known.

Generally, fire wardens and deputies will:

- familiarise themselves with the fire evacuation plan, fire escape routes, fire fighting appliances, assembly points, fire signage and the layout of their area of responsibility,
- familiarise themselves with the work area and any specific combustible or flammable materials that are used or stored within,
- be vigilant and either rectify or report fire safety issues/deficiencies to the relevant manager for action,
- ensure fire warden posters are displayed in their area,
- ensure all new starters are aware of the fire evacuation procedure,
- check daily to ensure fire doors and exits in their area are not obstructed, doors close correctly into the rebate, are not wedged open or have sustained damage,
- check daily to ensure fire extinguishers in their area are in the correct location and that they have not been damaged, discharged, moved or used as a door stop.
- visually check daily to ensure all fire safety signs in their area are in place and in reasonable condition.
- report any defective, damaged or missing fire equipment or fire safety signs to the relevant manager so they can be repaired or replaced.

First Aiders

First aiders and appointed persons shall maintain confidentiality at all times in respect of treatment given and information received. All verbal information between the casualty and the first aiders shall be treated in confidence unless the casualty gives consent.

First aiders will:

- respond immediately to employees, visitors or members of the public who require first aid attention by immediately proceeding to the scene, assessing the situation and carrying out first aid treatment as appropriate,
- take charge of the situation and decide if further assistance is required, e.g. calling an ambulance,
- adopt safe working practices and first aid precautions to protect themselves,
- ensure their name is displayed in prominent locations in the workplace, i.e. on notice boards,

- record first aid given on a first aid report sheet and, where necessary, ensure this is attached to any accident reports completed,
- be responsible for their first aid kit and for keeping it fully stocked,
- not allow unauthorised access to their first aid kit and will keep it in a secure location,
- ensure their training is up-to-date and contact the Learning and Development section if refresher training is not arranged.

Health and Safety Representatives

The names of Health and Safety Representatives are displayed on the company's Intranet site under 'Health and safety'. Health and Safety Representatives will, with prior agreement from their manager, be granted reasonable time off in order to undertake their health and safety duties.

In law Health and Safety Representatives have no specific responsibility other than to represent employees in consultation with the company, however, it is generally accepted that they will:

- familiarise themselves with the health and safety policy and Health and Safety Management System.
- be familiar with health and safety requirements relevant to the section and employees they are appointed to represent.
- with prior agreement from their manager, review consultation documents provided to them and respond with appropriate comments by the due date.
- make representations to the relevant manager, management team or the Health and Safety Team on general or specific matters affecting the health, safety or welfare at work of employees.
- with prior agreement from their manager, attend relevant company Health and Safety Committee meetings.
- pass on all information gained at health and safety meetings to those employees they are appointed to represent.
- report orally or in writing to management or the Health and Safety Team on all accident and incident investigations they are involved in.
- with prior agreement and in conjunction with their manager, carry out health and safety inspections of the workplace, provided it has not been inspected in the last three months.
- with prior agreement from their manager, investigate accidents, dangerous occurrences and occupational diseases reportable under RIDDOR, where the incident involves employees they represent.
- investigate complaints regarding health and safety at work by any employee they represent and raise the issue(s) with the relevant manager.

ARRANGEMENTS

The arrangements section of this health and safety policy provides a summary of the various activities, undertakings and hazards associated to the company and includes a summary of the guidance and procedures that outline:

- the company's approach with regard to specific areas of health and safety.
- the health and safety responsibilities of specific job roles.
- what must be done in order to comply with the policy.
- guidance to assist those with responsibilities for implementing the policy.

The items covered in the 'Arrangements' section are:

1. Health and safety management system

2. Health and safety strategy

3. Health and safety communication, reporting, consultation and participation

4. Health and safety meetings

5. Health and safety law poster

6. Health and safety on the Intranet

7. Asbestos

8. Violence towards staff

9. Lone working

10. Accident, incident, near miss hazard reporting and investigation

11. Health and safety audits

12. Emergency planning

13. Manual handling

14. Risk assessment, hazard identification and determining controls

15. Specific health and safety policies and procedures

16. Vibration

17. Computers (Display screen equipment)

18. Electricity

19. Gas safety

20. Fire safety

21. Water hygiene

22. First aid

23. Hazardous substances

24. Housekeeping

25. Waste material

26. Personal protective equipment

27. Welfare

28. Work equipment

29. Vehicles

30. Portable electrical appliances

31. Health and safety inspections

32. Health and safety competence, training, induction and e-learning

33. Construction, design and management

34. Work at height

35. Noise

36. Occupational health

37. Permits to work

38. Stress

39. Customer health and safety information

40. Equality and diversity

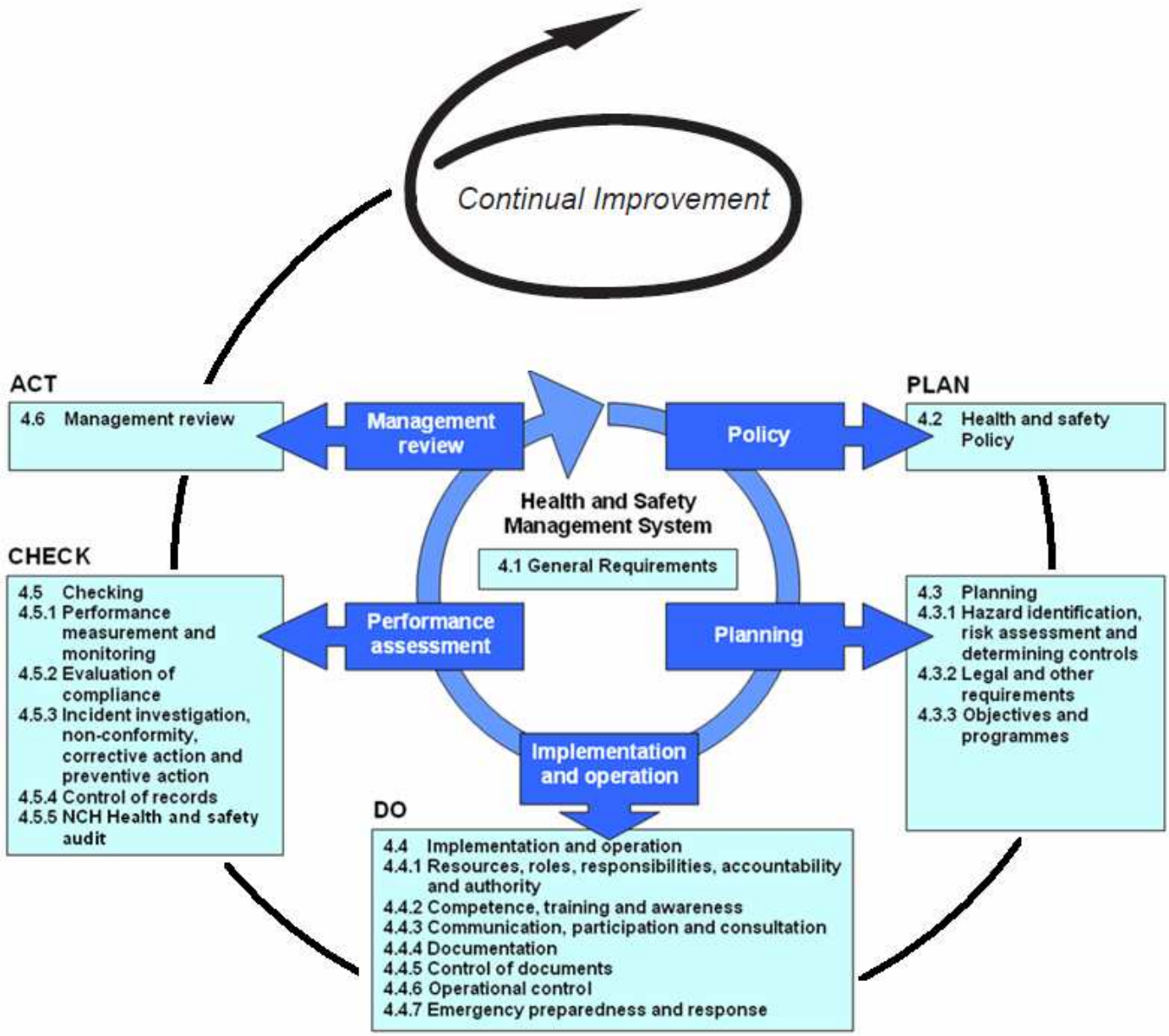
Appendix A – Health and safety policy Board signature sheet

Appendix B – Specific health and safety policies and procedures table

1. Health and Safety Management System

The company has developed and implemented a Health and Safety Management System in accordance with Occupational Health and Safety Assessment Series (OHSAS) 18001: 2007 Occupational health and safety management system – requirements.

The Health and Safety Management System consists of five key stages to demonstrate continual improvement.



This health and safety policy demonstrates that the company is committed to the concept of health and safety management and it supports the documented Health and Safety Management System.

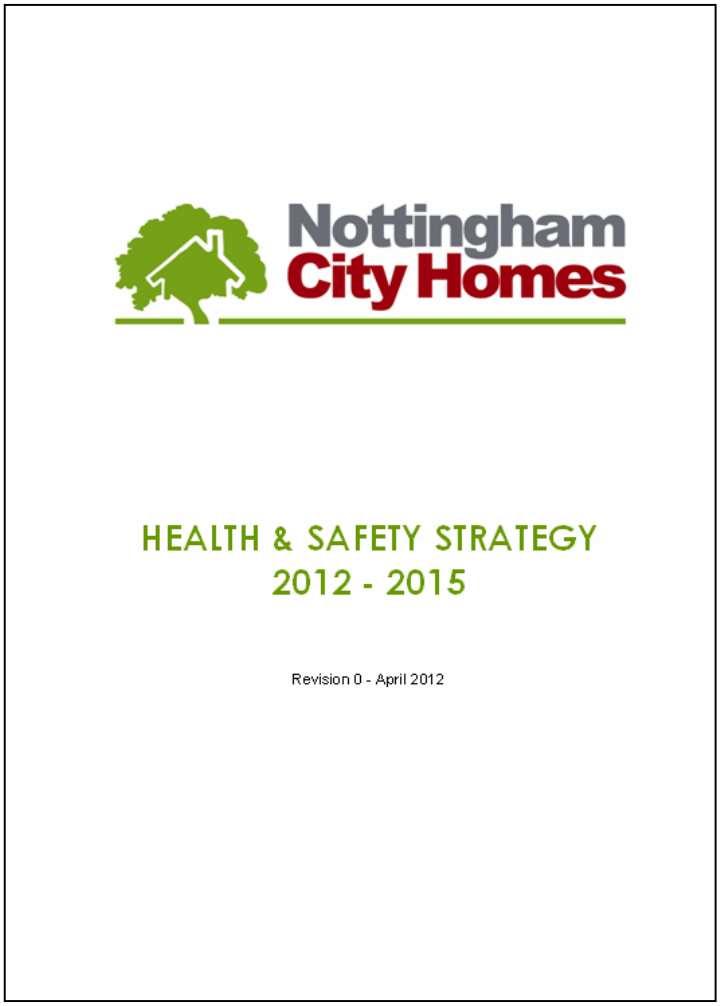
This policy makes it clear that the health and safety management system can be effective by making the best use of physical and human resources to reduce accidents, liabilities and financial losses.

The health and safety policy and the Health and Safety Management System will guide and influence all health and safety decisions within the company.

2. Health and safety strategy

The Health and Safety Strategy (available as a separate document) describes the company's health and safety aims and objectives for the next 3 year period (2012 – 2015) and the work that will be carried out over that period to meet the targets outlined.

The Health and Safety Strategy is approved and owned by the Board and responsibility for leading the implementation of the strategy rests with the Head of Health and Safety. Each service area supports the company's Health and Safety Team by working together to make the strategy a reality.



3. Health and safety communication, reporting, consultation and participation

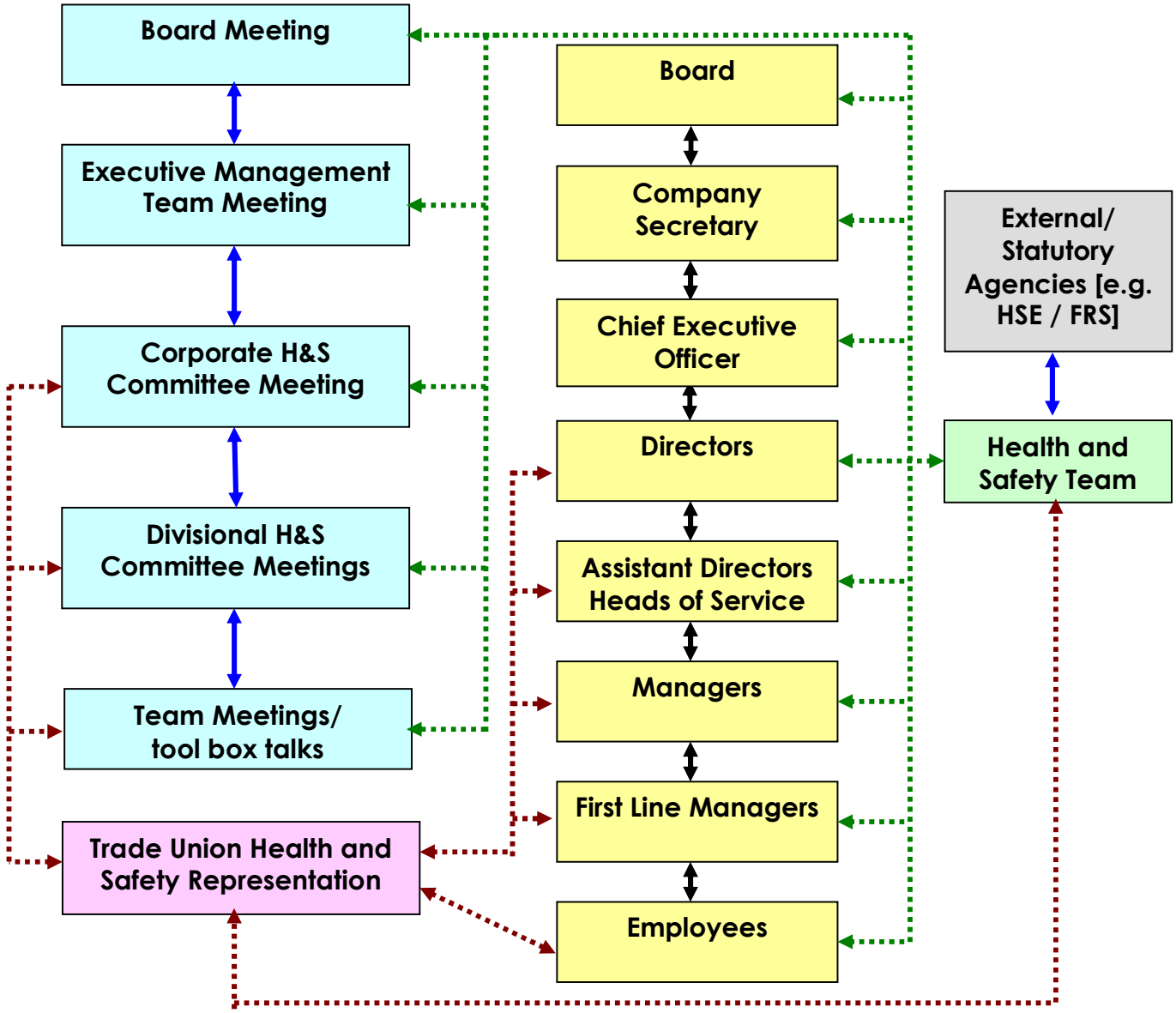
The chart below shows the lines of consultation and communication within the company on health and safety issues.

Direct Lines of health and safety responsibility, communication and reporting (two way)

Health and Safety Consultation and Communication (two way)

Health and Safety advisory Role

Trade Union Health and Safety Representation (two way)

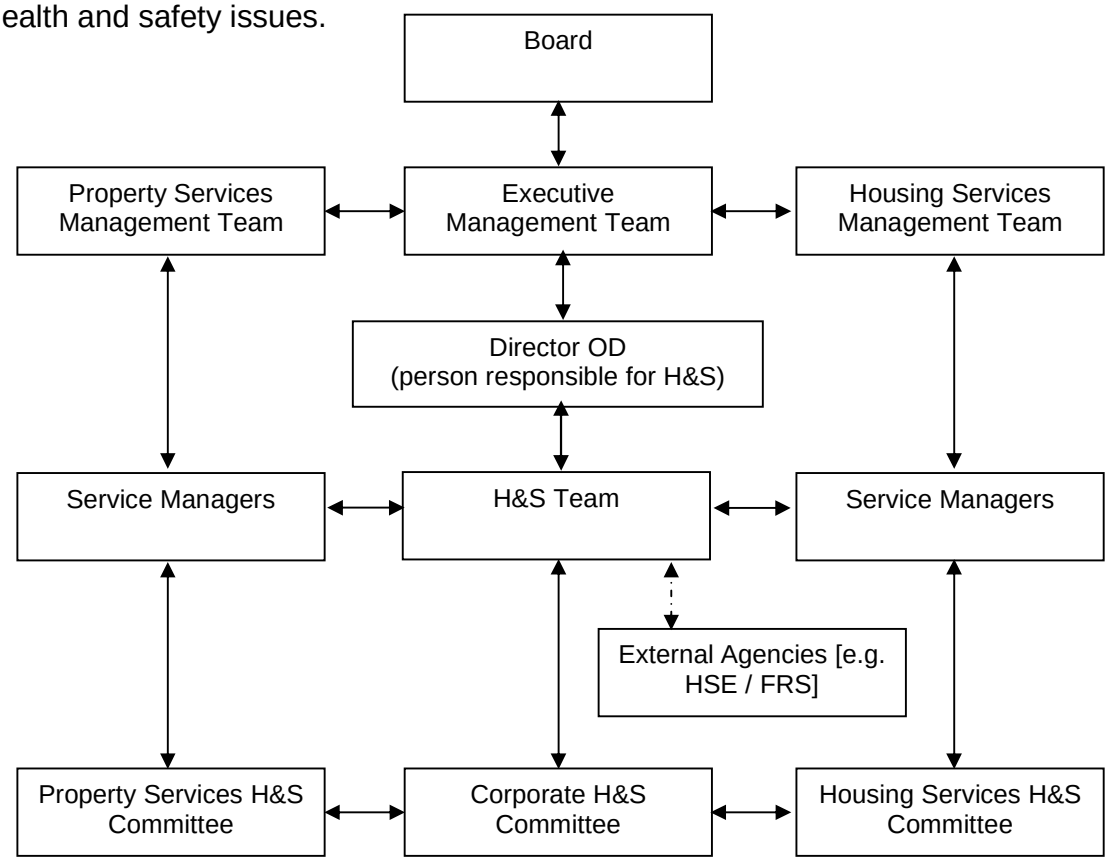


The company actively encourages communication and participation in good health and safety practices. Health and safety reporting and communication is structured so the gathering and dissemination of information is upward, downward and across the organisation.

Generally the reporting structure for health and safety flows up and down and is usually done hierarchically e.g. employee to manager to Head of Service, etc. but there is scope within the structure to skip levels and this is usually done in consultation with or through the Health and Safety Team.

The Health and Safety Team have direct access to and are approachable by the whole structure to communicate health and safety messages and issues. The Health and Safety Team follow up and redirect necessary communication based on the hazard, the perceived risk, who may be affected and the potential impact on customers and the company.

The chart below shows the corporate H&S communication and reporting structure within the company on health and safety issues.



Health and Safety Committee meetings involving managers, employee health and safety representatives and the Health and Safety Team are used to facilitate participation and to formally consult on and communicate:

- Changes or developments in the Health and Safety Management System, Health and Safety Strategy and Health and Safety Policies,
- Reported incidents and outcomes
- Site inspection reports and outcomes
- New or emerging risks to include:
  - New health and safety policies and procedures
  - Agreed safety controls (risk assessments) and safety systems of work
  - New legislation, approved codes of practice and guidance

Issues are jointly considered and discussed to seek acceptable solutions to problems through the general exchanges of information, views and ideas. Attending managers and employee health and safety representatives then re-communicate health and safety messages to relevant parts of the workforce.

The company also has an agreed Consultation Procedure for new health and safety policies and procedures involving the Health and Safety Team, managers and employee health and safety representatives. The Health and Safety Team follow and document the process to demonstrate effective consultation.

Health and safety communication from interested or affected parties e.g. contractors, visitors, neighbours, emergency services, insurers, solicitors, regulatory inspectors, etc. are initially directed to the Head of Health and Safety following the company's established external communication procedures and an acknowledgement or appropriate response sent.

4. Health and Safety Meetings

Board Meetings

Board meetings will discuss health and safety issues that are brought to their attention by the Chief Executive, Executive Management Team or the Head of Health and Safety. Board meetings will monitor the implementation of the health and safety policy and the health and safety management system within the company and consider the annual health and safety management system review and annual health and safety report.

Executive Management Team

Attended by the Chief Executive, Directors and the Company Secretary these meetings will have health and safety listed as a standing agenda item during which time issues raised by the Head of Health and Safety, the Corporate Health and Safety Committee meeting or accident/incident trends will be addressed.



Health and Safety Committee Meetings

The company holds a Corporate Health and Safety Committee meeting every 3 months and 2 Divisional Health and Safety Committee meetings (Property Services and Housing Operations) every 6 weeks. The committees are covered by a Constitution and Terms of Reference.

The Corporate Health and Safety Committee meeting is chaired by the Director of Organisational Development and involves senior management, the Head of Health and Safety, the Senior Health and Safety Advisor, Health and Safety Advisor and trade union health and safety representatives. The main purpose of the meeting is to consider issues from divisional committees to ensure matters are addressed by the company, incorporated into the health and safety management system to ensure compliance with legislation and promote the company's health and safety policy.

The Divisional committees are chaired by managers and involve management, Health and Safety Advisors, union health and safety representatives and others who may be required to attend. The committees are an important discussion body within the company acting as a link between management and employees on health and safety matters.

Minutes of meetings are distributed to the Chief Executive, Executive Management Team, assistant directors, heads of service, managers and committee members to be disseminated at Team Meetings and to be displayed on notice Boards.

Team Meetings and Toolbox Talks

Managers and first line managers will have health and safety as an agenda item at team meetings and toolbox talks. This is a forum for health and safety issues to be discussed with employees that have been raised immediately or locally or to pass down information from Health and Safety Committee meetings. Issues that cannot be resolved during these meetings are escalated to the relevant Health and Safety Committee meeting for discussion during the next session.

Health and safety Advisors will periodically attend team meetings and toolbox talks as required in order to address specific issues.

Health and Safety Team Meetings

The Health and safety team hold monthly meetings involving an employee health and safety representative to discuss corporate and local issues, monitor progress of health and safety initiatives, the health and safety management system and inspections, flag new or amended legal or other requirements and update significant issues.

Generally

Although health and safety meetings play an important part in the organisation of information, all employees are requested to initially take health and safety issues at work to their first line manager or manager. If employees feel that insufficient action has been taken they can contact the Head of Health and Safety, a company health and safety Advisor or their union safety representatives with their concerns and they will be followed up.

5. Health and safety law posters

Health and safety law posters will be displayed in all relevant work premises in a prominent place visible to all employees. The posters will display up-to-date information.

A new version poster (see right) is now available and will be used only where a new poster or a replacement is needed. Existing Health and safety law poster do not need to be replaced until April 2014. The replacement of existing posters will be dealt with by the company's Health and Safety Team.

Where a manager anticipates that a member of staff will not visit work premises or will not see the displayed poster a copy of the Health and Safety Executive (HSE) leaflet Health and safety law – What you should know' (available from the company's Health and Safety Team) will be issued.

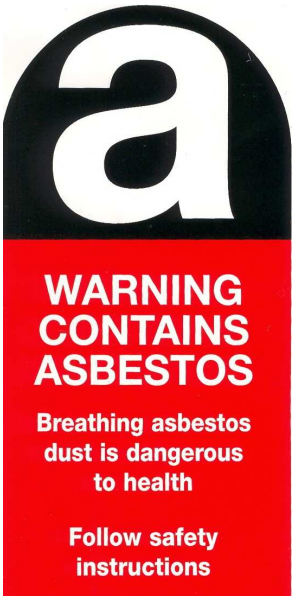


6. Health and safety on the intranet

The company has a comprehensive health and safety section on the internal intranet site. The site is a route to guidance and information and contains links to the Health and Safety Policy, Health and Safety Strategy, health and safety management system, useful information and forms.

The site will be used as an initial source of information.

7. Asbestos



Asbestos is a term used to describe the fibrous forms of several naturally occurring minerals which can resist heat and chemicals and was commonly used in building materials. Asbestos fibres are not visible to the naked eye and can only be identified by laboratory analysis. Although its use has been banned in the UK it remains within a majority of older buildings.

The health risk from asbestos is from breathing in asbestos fibres, but if asbestos is not disturbed it does not release fibres and does not represent a health risk. Asbestos only releases fibres if it is broken, worked on with power tools or damaged.

Asbestos material in work premises that is in good condition and unlikely to be disturbed will be left alone as this is considered the safest option. The asbestos left in place will be managed.

The company managers the requirement of the Control of Asbestos Regulations 2012 by maintaining:

- An Asbestos Policy
- An Asset Management Asbestos Procedures
- A Health and Safety Procedure – HS02 Asbestos (Health and Safety Team)

Managers in all relevant sections will comply with the NCH Asbestos Policy, Health and Safety Procedure – HS02 Asbestos and Asset Management Asbestos procedures and ensure:

- Anyone who may carry out work and potentially come into contact with asbestos has received asbestos awareness training.
- That where work has to be done in premises that may contain asbestos the presence of asbestos is determined before work begins.
- Work on asbestos is done by a licensed contractor unless it fits the criteria in the Asbestos Procedure.
- Where it is decided that NCH can carry out work on asbestos containing material (ACM) the work complies with a specific asbestos risk assessment and plan of work and those involved are trained to follow the specific assessment and plan of work.

The company maintains an asbestos register with details of surveyed properties. The register is checked before work is carried out. The information is automatically relayed to operatives mobile hand held devices and reproduced as an extra sheet on printed works orders. Contractors are either provided with relevant information from the asbestos register or are permitted access to the asbestos register so they can check themselves.

Managers of work premises and premises managed by NCH will use an Asbestos Log Book (and asbestos survey) to manage and control asbestos in those premises even where it is known or suspected that asbestos is not present.

Further information can be obtained from the NCH Asbestos Officer, the company's Health and Safety Team and from the health and safety section of the company intranet site.

8. Violence towards staff

In order to minimise the risk of violence, managers will ensure that all employees who have direct contact with tenants, customers or members of the public receive adequate information, instruction and training to recognise and deal with potentially violent situations.

The company does not expect any employee to continue work or to undertake duties in circumstances where they feel threatened or where it is likely to place them at unavoidable risk of injury.

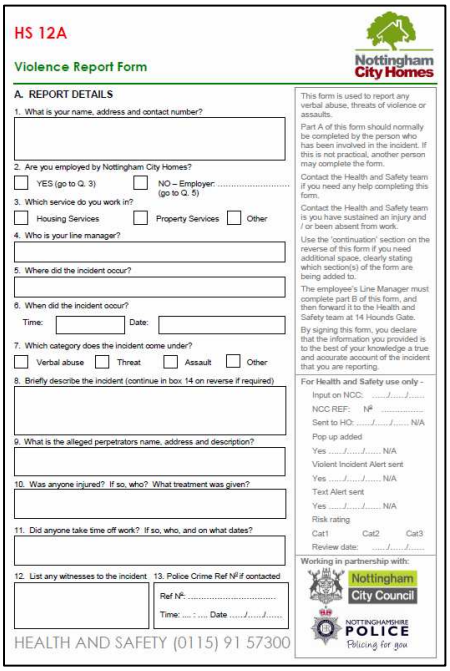
All managers will undertake risk assessments of their work and work places to identify possible 'at risk' groups of staff, to implement effective procedures and precautions to protect them from possible violence whilst at work and to reduce risk to the lowest level reasonably practicable.

The company has a responsibility to ensure that all employees have been adequately trained to manage violent situations. The Organisational Development & Learning section can provide details of training courses for dealing with aggressive situations. Managers will be responsible for ensuring that their staff have been adequately trained and attend refresher training as necessary.

As part of its duty to employees the company has developed personal safety guidance that identifies general guidelines and good practice that the company will follow. The guidance gives practical advice to managers and employees when they are:

- Arranging interviews
- Carrying out interviews
- Making home visits
- Travelling around estates
- Logging their whereabouts
- Driving to and from appointments.

Employees and managers will consult this guidance and incorporate it into local working arrangements where necessary.



HS 12A

Violence Report Form

Nottingham City Homes

A. REPORT DETAILS

1. What is your name, address and contact number?

2. Are you employed by Nottingham City Homes?
YES (go to Q. 3) NO – Employer: ..... (go to Q. 5)

3. Which service do you work in?
Housing Services Property Services Other

4. Who is your line manager?

5. Where did the incident occur?

6. When did the incident occur?
Time: Date:

7. Which category does the incident come under?
Verbal abuse Threat Assault Other

8. Briefly describe the incident (continue in box 14 on reverse if required)

9. What is the alleged perpetrators name, address and description?

10. Was anyone injured? If so, who? What treatment was given?

11. Did anyone take time off work? If so, who, and on what dates?

12. List any witnesses to the incident. 13. Police Crime Ref № if contacted
Ref №: .....
Time: ... : ... Date ...../...../.....

HEALTH AND SAFETY (0115) 91 57300

This form is used to report any verbal abuse, threats of violence or assaults.

Part A of this form should normally be completed by the person who has been involved in the incident. If this is not practical, another person may complete the form.

Contact the Health and Safety team if you need any help completing this form.

Contact the Health and Safety team is you have sustained an injury and / or been absent from work.

Use the 'continuation' section on the reverse of this form if you need additional space, clearly stating which section(s) of the form are being added to.

The employee's Line Manager must complete part B of this form, and then forward it to the Health and Safety team at 14 Hounds Gate.

By signing this form, you declare that the information you provided is to the best of your knowledge a true and accurate account of the incident that you are reporting.

For Health and Safety use only -
Input on NCC: ...../...../.....
NCC REF: № .....
Sent to HO: ...../...../..... N/A
Pop up added
Yes ...../...../..... N/A
Violent Incident Alert sent
Yes ...../...../..... N/A
Text Alert sent
Yes ...../...../..... N/A
Risk rating
Cat1 Cat2 Cat3
Review date: ...../...../.....

Working in partnership with:
Nottingham City Council
NOTTINGHAMSHIRE POLICE Policing for you

Where information is available managers will ensure the information is accessed and used e.g. local records, violent incident alerts, the violent incident database and other computer systems that may hold records. Where necessary individual employees will check themselves to see if there is any history of violence, aggression or abuse before carrying out their work.

If there is a history of violence, aggression or abuse associated with someone or an address an employee is supposed to be visiting they will discuss this with their manager to determine the best course of action.

Where there is a risk of violence or aggression within a meeting, interview or visit situation the employee will discuss this with their manager to agree:

- The best person to deal with the situation
- The best time to deal with the situation
- The best place to deal with it.
- Whether two or more employees should be involved in the visit or interview
- Whether the interview should take place in the office

For more guidance regarding lone working see the NCH personal safety code

All incidents of abuse, threats or violence will be immediately reported by the victim to their Manager and recorded on a NCH Violence to staff incident report form. The manager will ensure the information obtained is reported to the relevant area housing office. The Health and Safety Team will ensure the information from a completed NCH Violence to staff incident report form is added to the NCC violent incident database and a code and pop-up will be added to appear on the company's computer system where a perpetrators name or address are entered.

The violent incident database will be accessed and thoroughly checked (particularly where a 'pop-up' appears on the company's computer system) before any appointment, visit or meeting is arranged to determine if any precautions need to be taken.

All those involved in violent incidents will be provided with appropriate support and will be kept informed where action is taken against the perpetrator.

Further information can be obtained from the Health and Safety Team, the violent incident database and from the health and safety section of the company intranet site.

9. Lone working

Working alone is not in itself against the law, and it will often be safe to work alone but the company acknowledges that it has a duty to minimise the health and safety risk to all lone working employees.

The company will ensure managers:

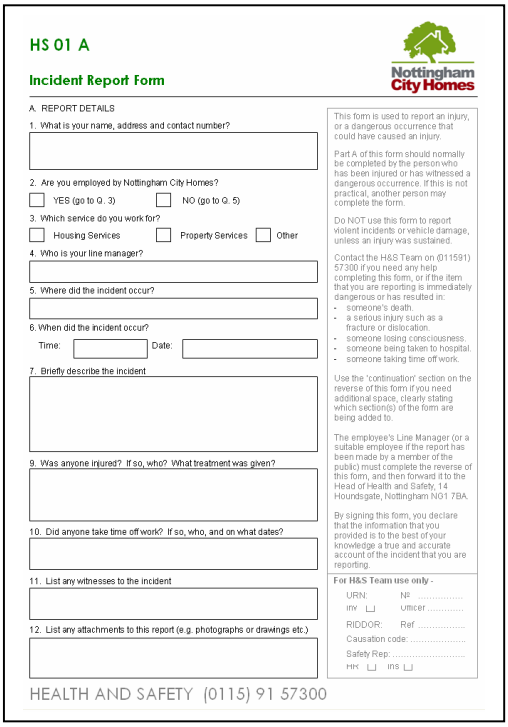
- Carry out a risk assessment of lone working activities and involve staff or their representatives when undertaking the process,
- Take steps to check control measures are in place and that they are followed and effective,
- Make arrangements to provide help or back-up when a risk assessment shows it is not possible for the work to be conducted safely by a lone worker,
- Take account of persons who have a medical condition and situations where a person may become ill or have an accident,
- Communicate lone working requirements to those who may be affected.

10. Accident, incident, near miss, hazard reporting and investigation

An accident refers to an unplanned or unexpected event or series of events arising from work, which causes injury to persons, damage to property, disease, a dangerous occurrence or loss.

An incident is anything arising from work, including violent incidents, which causes mental or physical harm to persons, damage to property, disease, a dangerous occurrence or loss.

A near miss is an unplanned or unexpected event or series of events arising from work, which could have caused injury to persons, damage to property, disease, a dangerous occurrence or loss but didn't on the occasion witnessed.



HS 01 A

Incident Report Form

Nottingham City Homes

A. REPORT DETAILS

1. What is your name, address and contact number?

2. Are you employed by Nottingham City Homes?

☐ YES (go to Q. 3) ☐ NO (go to Q. 5)

3. Which service do you work for?

☐ Housing Services ☐ Property Services ☐ Other

4. Who is your line manager?

5. Where did the incident occur?

6. When did the incident occur?

Time: Date:

7. Briefly describe the incident

9. Was anyone injured? If so, who? What treatment was given?

10. Did anyone take time off work? If so, who, and on what dates?

11. List any witnesses to the incident

12. List any attachments to this report (e.g. photographs or drawings etc.)

This form is used to report an injury, or a dangerous occurrence that could have caused an injury.

Part A of this form should normally be completed by the person who has been injured or has witnessed a dangerous occurrence. If this is not practical, another person may complete the form.

Do NOT use this form to report violent incidents or vehicle damage, unless an injury was sustained.

Contact the H&S Team on (0115) 91 57300 if you need any help completing this form, or if the item that you are reporting is immediately dangerous or has resulted in:

- someone's death.
- a serious injury such as a fracture or dislocation.
- someone losing consciousness.
- someone being taken to hospital.
- someone taking time off work.

Use the 'continuation' section on the reverse of this form if you need additional space, clearly stating which section(s) of the form are being added to.

The employee's Line Manager (or a suitable employee if the report has been made by a member of the public) must complete the reverse of this form, and then forward it to the Head of Health and Safety, 14 Houndsgate, Nottingham NG1 7BA.

By signing this form, you declare that the information that you provided is to the best of your knowledge a true and accurate account of the incident that you are reporting.

For H&S Team use only -

URN: Nº .....

Inv ☐ Officer .....

RIDDOR: Ref .....

Causation code: .....

Safety Rep: .....

HH ☐ Ins ☐

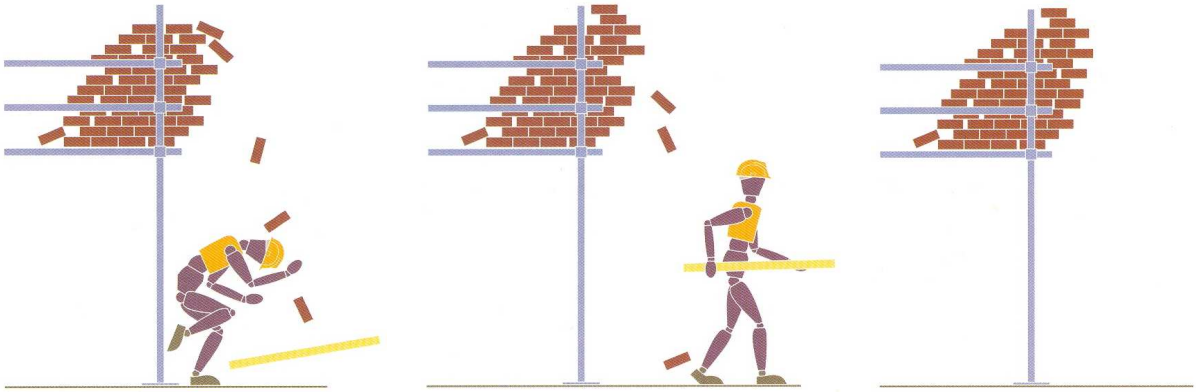
HEALTH AND SAFETY (0115) 91 57300

Near misses have the potential to cause accidents if they are not reported and actioned.

Managers will ensure all accidents, incidents and near misses are reported as soon as possible in accordance with the NCH Health and Safety Procedure **HS01 Incident Reporting and Investigation** on the appropriate form (see sample Incident Report form)

Reporting requirements to the Health and Safety Executive (HSE) under the reporting of injuries, diseases and dangerous occurrences regulations 2012 (RIDDOR) are done by the Health and Safety Team based on the information on a completed incident report form and investigation.

The importance of "near miss" reporting



Accidents and near misses are caused by unsafe conditions or unsafe acts

All employees will be encouraged to report hazards or hazardous situation initially orally to the Manager or the person who controls the area creating the risk of harm. Should no action be taken or the employee is not satisfied with the action taken then an Incident report form will be completed and passed to the Manager responsible for that area. The responsible Manager will investigate the report, take appropriate action and report back to the employee who completed the report form and forward a completed copy of the Incident Report form to the company's Health and Safety Team.

An initial investigation will be undertaken by the relevant first line manager or manager following an incident where all parties will be interviewed and their comments recorded.

The Head of Health and Safety will decide upon the extent of the subsequent investigation based on the information provided from the initial investigation. Where necessary a member of the Health and Safety Team will provide advice and support to relevant first line managers or managers undertaking investigations. Where serious RIDDOR reportable incidents occur a member of the Health and Safety Team will participate in the investigation and provide support to the first line manager or manager undertaking the investigation. The company believes that such investigations are vital to the elimination of hazards with the potential to cause harm or damage to persons or property.

The results of investigations will be recorded on the reverse of the appropriate reporting form and will be reported to the relevant manager and the company's Health and Safety Team to ensure appropriate action has been taken.

Accident reports and statistics will be considered by EMT, the relevant DMTs and health and safety committees, with recommendations regarding further action. The Health and Safety Team will collate all accidents, violent incidents, near misses and hazard reports to analyse statistical data for identification of incident trends.

Hazard reporting to the Health and Safety Team can be done by:

- phone (915 7300 or individual phone numbers),
- email (nchhealthandsafety@nottinghamcityhomes.org.uk) or
- text (80800 and “SAFETY” before the message).

The Health and Safety Team will follow up on all correspondence.

11. Health and safety audits

To compliment the Health and Safety Management System the Health and Safety Team will develop a Health and Safety Audit schedule to proactively monitor the company’s compliance with legislative requirements, the OHSAS 18001 standard and company health and safety policies, procedures and controls.

The results of audits will be communicated to relevant managers, Health and Safety Committee meetings and the Health and Safety Management System management review for action.

12. Emergency Planning

The company maintains an Emergency Contact Guide which also contains guidance to deal with various foreseeable emergencies both in workplaces and in other buildings managed by the company.

The company will assist Nottingham City Council as required with the carrying out of their disaster and critical incident management plans, insofar as is within the company’s management remit.

Emergency planning specific to fire escapes is dealt with in the company’s Fire Safety Policy.

13. Manual handling

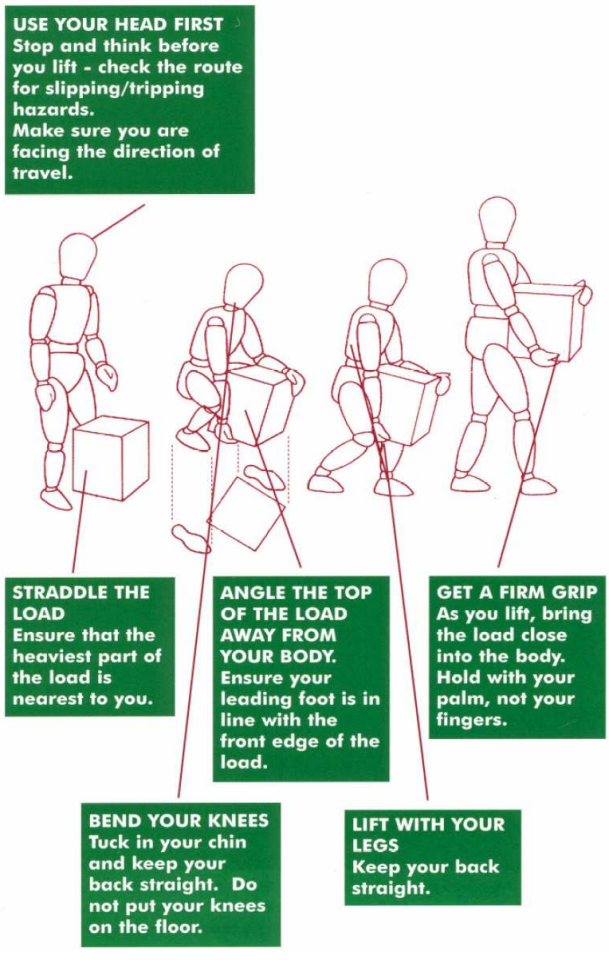
The company will comply with NCH Health and Safety Procedure HS03 – Manual Handling.

Manual handling includes any work that involves lifting, pulling, pushing, lowering, carrying and moving a load using physical effort.

Where reasonably practicable manual handling that involves a risk of injury will be **avoided**.

If the manual handling task cannot be avoided consideration will be given to moving the load by **mechanical or automated means** to eliminate the risk.

Where manual handling cannot be mechanised or automated or the risk eliminated the task will be **risk**



assessed either by incorporating it into a general risk assessment for low risk activities or by carrying out a specific manual handling assessment where risk of harm is likely.

The assessment will take into account 'TILE':

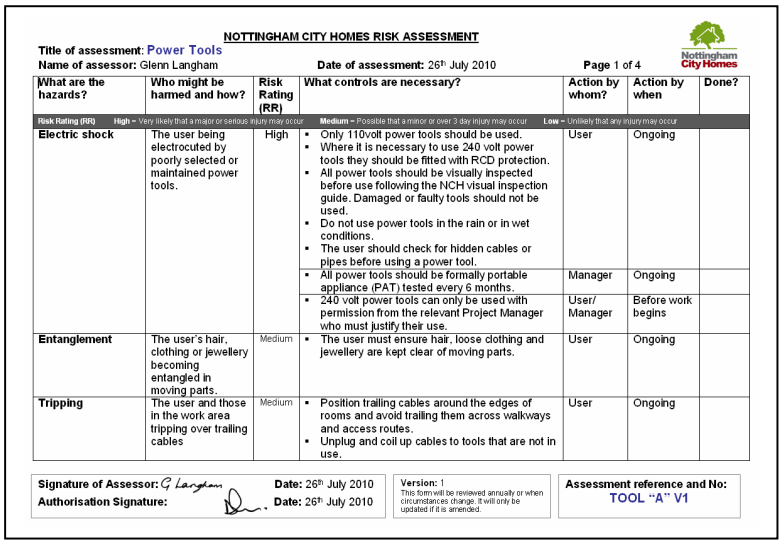
T	Task	The task to be carried out
I	Individual	The individual's ability
L	Load	The characteristics of the load
E	Environment	The environment where the load is being moved from, through and to

Managers will communicate the results of manual handling risk assessments to those employees who may be affected.

Managers will arrange manual handling training appropriate to employees likely work activities.

The company has a NCH Manual Handling Booklet which provides useful advice and guidance regarding manual handling. The booklet will be used as an initial source of guidance.

14. Risk assessment, hazard identification and determining controls



NOTTINGHAM CITY HOMES RISK ASSESSMENT

Title of assessment: Power Tools
Name of assessor: Glenn Langham **Date of assessment:** 26th July 2010 **Page** 1 of 4

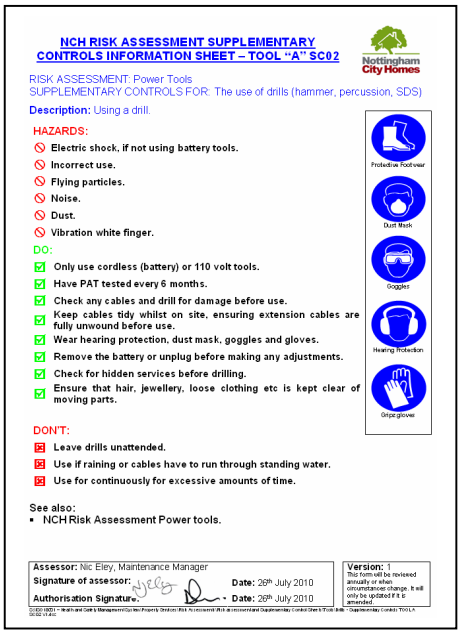
What are the hazards?	Who might be harmed and how?	Risk Rating (RR)	What controls are necessary?	Action by whom?	Action by when	Done?
Risk Rating (RR) High – Very likely that a major or serious injury may occur			Medium – Possible that a minor or over 3 day injury may occur	Low – Unlikely that any injury may occur		
Electric shock	The user being electrocuted by poorly selected or maintained power tools.	High	▪ Only 110volt power tools should be used. ▪ Where it is necessary to use 240 volt power tools they should be fitted with RCD protection. ▪ All power tools should be visually inspected before use following the NCH visual inspection guide. Damaged or faulty tools should not be used. ▪ Do not use power tools in the rain or in wet conditions. ▪ The user should check for hidden cables or pipes before using a power tool.	User	Ongoing	
			▪ All power tools should be formally portable appliance (PAT) tested every 6 months.	Manager	Ongoing	
			▪ 240 volt power tools can only be used with permission from the relevant Project Manager who must justify their use.	User/ Manager	Before work begins	
Entanglement	The user's hair, clothing or jewellery becoming entangled in moving parts.	Medium	▪ The user must ensure hair, loose clothing and jewellery are kept clear of moving parts.	User	Ongoing	
Tripping	The user and those in the work area tripping over trailing cables	Medium	▪ Position trailing cables around the edges of rooms and avoid trailing them across walkways and access routes. ▪ Unplug and coil up cables to tools that are not in use.	User	Ongoing	

Signature of Assessor: G Langham **Date:** 26th July 2010
Authorisation Signature: **Date:** 26th July 2010

Version: 1
This form will be reviewed annually or when circumstances change. It will only be updated if it is amended.

Assessment reference and No:
TOOL "A" V1

Example NCH Risk Assessment Format



NCH RISK ASSESSMENT SUPPLEMENTARY CONTROLS INFORMATION SHEET – TOOL "A" SC02

RISK ASSESSMENT: Power Tools
SUPPLEMENTARY CONTROLS FOR: The use of drills (hammer, percussion, SDS)

Description: Using a drill.

HAZARDS:
- Electric shock, if not using battery tools.
- Incorrect use.
- Flying particles.
- Noise.
- Dust.
- Vibration white finger.

DO:
- Only use cordless (battery) or 110 volt tools.
- Have PAT tested every 6 months.
- Check any cables and drill for damage before use.
- Keep cables tidy whilst on site, ensuring extension cables are fully unwound before use.
- Wear hearing protection, dust mask, goggles and gloves.
- Remove the battery or unplug before making any adjustments.
- Check for hidden services before drilling.
- Ensure that hair, jewellery, loose clothing etc is kept clear of moving parts.

DON'T:
- Leave drills unattended.
- Use if raining or cables have to run through standing water.
- Use for continuously for excessive amounts of time.

Protective Footwear
Dust Mask
Goggles
Hearing Protection
Gripe glover

See also:
- NCH Risk Assessment Power tools.

Assessor: Nic Eley, Maintenance Manager
Signature of assessor: **Date:** 26th July 2010
Authorisation Signature: **Date:** 26th July 2010

Version: 1
This form will be reviewed annually or when circumstances change. It will only be updated if it is amended.

Example NCH Risk Assessment Supplementary Control Sheet

The company will comply with NCH Health and Safety Risk Assessment Policy, Procedure and Guidance HS16.

Risk assessment will involve:

- The systematic identification of hazards.
- Identifying who might be affected and how.
- Evaluating the level of risk (identifying the likelihood of harm and the severity).
- Identifying appropriate control measure to reduce the risk to the lowest level reasonably practicable.
- Recording and communicating the results.

Managers will ensure risk assessments are carried out in their area of responsibility and for areas where their staff may work.

Those appointed as risk assessors will understand the risk assessment process and occupy a position where they can identify and recommend suitable control measures. The risk assessor will pass the completed assessment to the relevant manager for authorisation and implementation.

Where risk assessments are complex or involve specific legislative requirements a member of the Health and Safety Team will participate in the risk assessment process and provide support to the risk assessor or group undertaking the assessment.

The results will be recorded on the appropriate Nottingham City Homes risk assessment format. To communicate key points to front line staff the NCH Risk Assessment Supplementary Control format will be used.

Managers will ensure the results of risk assessments and supplementary control sheets are communicated to those who may be affected.

Managers will maintain an up-to-date list of risk assessments and supplementary control sheets and monitor the effectiveness of them and the associated controls. Managers will also review risk assessments annually, following incidents or when circumstances change to ensure they remain current.

15. Specific health and safety policies and procedures

Appendix B lists the Specific Health and Safety Policies and procedures which have been developed under the Health and Safety Strategy or to meet the company's specific health and safety needs.

Appendix B can be amended and updated separately to this policy and revised versions issued without Board consent, although EMT approval is still required.

16. Vibration

Hand-arm vibration is vibration transmitted into hands and arms when using hand-held, powered work equipment. Too much exposure to hand-arm vibration can cause hand-arm vibration syndrome (HAVS). Employees can be at risk if they regularly use moderate to high vibrating hand-held or hand-guided power tools and machines for prolonged periods.



Managers of those who may use tools and equipment that vibrate will ensure that:

- Tools and equipment that vibrate are identified and recorded together with the vibration magnitude of the equipment and the length of time they can be used safely,
- Work is assessed that may expose employees to excessive vibration,
- Controls are introduced to eliminate the risk or reduce exposure to as low a level as is reasonably practicable,
- Health surveillance is provided for those employees who continue to be regularly exposed to moderate to high levels of vibration,

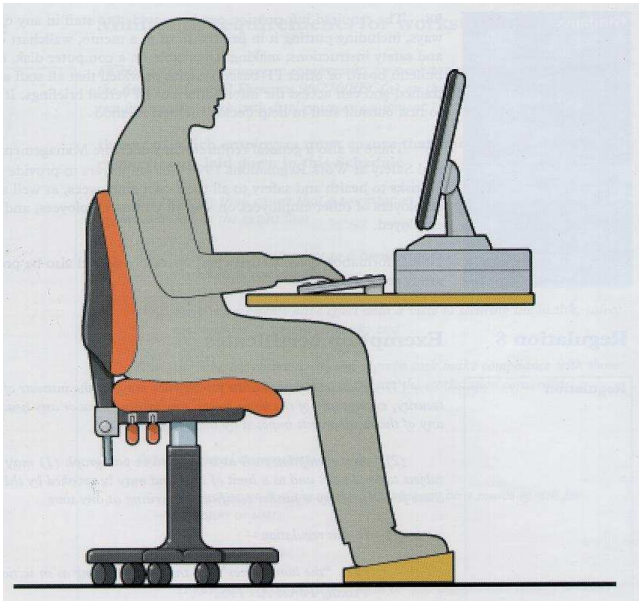
- The specification of new power tools and equipment includes consideration of lower vibration options,
- Information and instruction is provided to employees on vibration levels, the health risks and the general and specific precautions that should be taken,
- Records are kept of self assessments, risk assessments, control measures and health surveillance.

17. Computers (Display screen equipment (DSE))

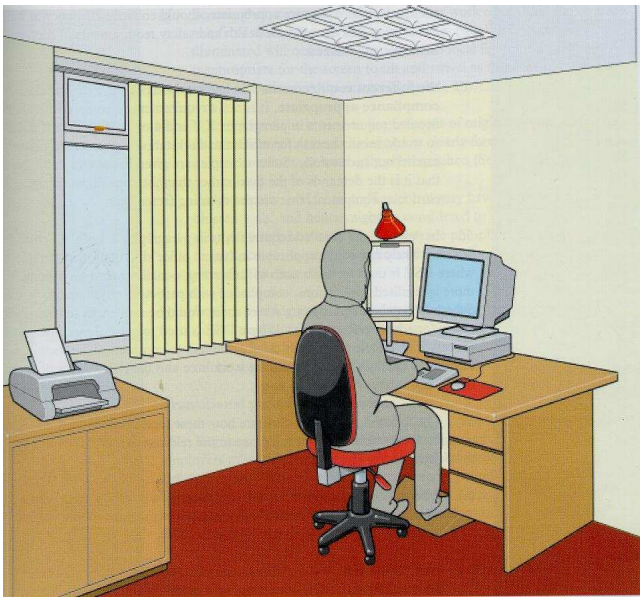
For the purposes of this policy display screen equipment is defined as a computer or a laptop computer.

Generally, a person would be classified as a user if they:
- Normally work on a computer for continuous spells of an hour or more at a time; and
- Use a computer in this way more or less daily; and
- Have to transfer information quickly; and
- Need to apply high levels of attention and concentration; or
- are highly dependent on computers to do their work; or
- have little choice about using a computer to carry out their work.

Any person who fulfils the criteria above would be classed as a defined user.



Recommended seating position



Recommended workstation layout

All computer users will participate in a computer workstation assessment via e-learning that examines the workstation layout and positioning with particular emphasis on how the furniture and equipment fit around the user.

All computer users will be provided with sufficient information and training in order to carry out their work safely and without risk to their health.

All defined users may request computer use eye and eyesight tests and the company will facilitate this and contribute towards prescription eyewear for computer use.

All computer users shall take regular breaks from the workstation to reduce the likelihood of postural fatigue and repetitive strain injury.

All computer users are responsible for ensuring they comply with relevant health and safety requirements while using the computer.

Laptops are mobile computers which can affect posture if the work position and workstation aren't effectively controlled. They should only be used where mobility is required, for short durations. If a laptop is to be used continually for more than 1 hour it shall be placed on a laptop stand to elevate the monitor, a separate keyboard and mouse shall be used and a suitable seating posture shall be adopted.



Example laptop stand with separate keyboard and mouse

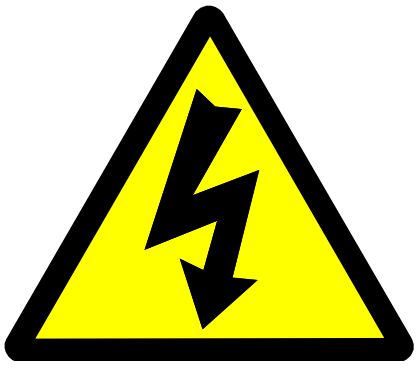
Further information can be obtained from the Health and Safety Team and from the health and safety section of the company intranet site.

18. Electricity

All electrical equipment has the potential to cause death, injury, electric shock or start a fire and must therefore be treated with caution.

Employees will not be expected to work on live electrical systems unless they are suitably trained and experienced and have sufficient working knowledge to do so safely and the relevant precautions are taken. Competence shall be established and recorded by relevant manager before any electrical work is done.

All electrical systems and equipment will be installed, maintained and tested by competent persons or contractors. Competence shall be established and recorded by relevant manager before any electrical work is done.



Records of checks, inspections and testing will be kept and stored.

All work related electrical systems will undergo regular formal inspection and electrical testing determined by size of premises, age and use.

19. Gas

The company shall ensure all gas work is carried out in accordance with gas safety regulation by competent persons whose competence is regularly assessed and refreshed. The company maintains Gas Safe membership to demonstrate competence.

The company shall ensure all gas appliances in all work premises and premises managed by the company are serviced annually and are maintained in a safe and efficient state.

20. Fire safety

The company will comply with the requirements of the NCH Fire Safety Policy.

Fire and its by-products are deadly and must be treated accordingly. If a fire occurs the priority is for everybody to leave the premises as quickly as possible. To assist in this persons in control of facilities/premises will ensure that an adequate fire risk assessment is undertaken and recorded which will include a fire plan and evacuation procedure and that any fire safety deficiencies, significant findings or additional hazards identified in the assessment are addressed. Persons in control of facilities/premises will also ensure that the testing and checking requirements within the fire log book are carried out and recorded.

Notices will be displayed in prominent locations around workplaces denoting:

- Action in the event of the fire alarm being activated; and
- Action in the event of discovering a fire; and
- What not to do in the event of a fire

A copy will be placed in the premises fire log book.



Managers will ensure there are a sufficient number of trained fire wardens and deputies to sufficiently cover all areas to co-ordinate evacuation in the event of a fire.

Managers and those persons in control of facilities/premises will ensure all employees in their area are aware of fire safety procedures, receive annual fire safety training (either by presentation or by e-learning) and participate in a test or real fire evacuation at least once a year.

All office based employees will participate in fire safety training via e-learning that raises awareness of fire safety issues and evacuation procedures.

The company employs a Fire Safety and First Aid Officer who will provide advice and guidance regarding fire safety issues and initiatives.

21. Water hygiene

Legionnaires' disease is caused by bacteria that exist naturally in water. The bacteria favours water temperatures between 20℃ and 45℃ and stagnant wat er containing foreign matter and biological nutrients. Water containing bacteria can be inhaled in the form of water droplets from outlets such as taps, showers and large cooling towers.

The company has a Water Hygiene Policy produced by the Asset Management section of the Property Services Division which describes the approach for managing legionella risk in workplaces and premises managed by the company.

The company has a legal duty to assess the risks of legionnaires' disease in the workplace and at work sites to prevent or control the risk by ensuring weekly, monthly, quarterly, six monthly and annual tests and checks are carried out.

The risk assessments, quarterly, six monthly and annual tests and checks will be carried out by a contractor employed by the company and the results recorded in the on-site water monitoring log book. The weekly and monthly tests and checks will be carried out by the nominated on-site responsible person and recorded in the on-site water monitoring log book. The responsible manager will ensure the log book is being completed correctly via monthly recorded log book checks. The on-site responsible person and the responsible manager will have deputies on standby to cover holidays and absence from work.

At work site where there is a Legionella risk this will be managed locally dependant on the time of year and amount of time the property is left unoccupied and where necessary the water system will either be drained or flushed.

Those nominated as the on-site responsible person, the responsible managers and the deputies will have received appropriate training to fulfil their responsibilities.

Where work is carried out on the water system within a workplace a work sheet (contained within the log book) will be completed by the person carrying out the work and countersigned by a responsible person or responsible manager. The completed sheet will be kept in the water monitoring log book.

All work premises and premises managed by the company where employees will have to work will have a water monitoring log book to facilitate the management of the water system. The log book will have a water monitoring risk assessment attached. Both documents will be available on site for inspection.

22. First aid



The company employs a Fire Safety and First Aid Officer who will provide advice and guidance regarding first aid issues and initiatives.

The Fire Safety and First Aid Officer, working with management, will ensure there are adequate first aid risk assessments for all work premises and work sites and a sufficient numbers of trained first aiders or trained 'appointed persons' to make sure there is appropriate first aid cover at all times with regard to the number of employees on site and the risks they are exposed to.

Managers will ensure there is a sufficient quantity of first aid equipment held by all first aiders and appointed persons at their workstations and / or at other key locations and that notices are displayed at suitable positions giving the location, name and contact details of those appointed. Advice on the appropriateness of first aid equipment will be provided by the Fire Safety and First Aid Officer.

23. Hazardous substances

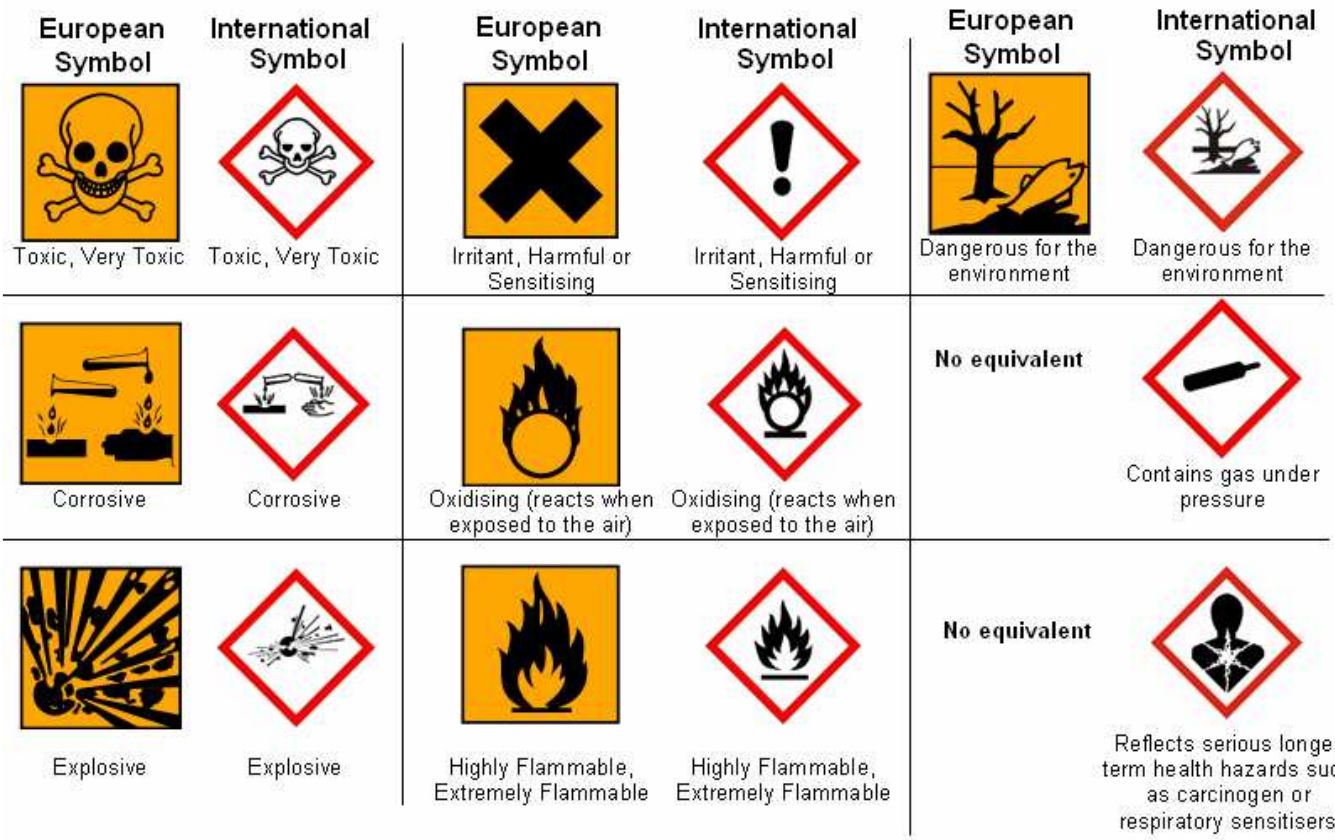
Typically, substances labelled with an orange box with a black pictogram (examples illustrated) are classed as hazardous to health under the control of substance hazardous to health (COSHH) regulations.

Substances that are hazardous to health can be toxic, very toxic, harmful, corrosive, irritants, extremely flammable, highly flammable, flammable, explosive, oxidising or dangerous to the environment. Where the use of a hazardous substance cannot be eliminated it shall be assessed by the users manager or the user to identify appropriate controls before it is used.

Before any substance is purchased the procuring manager will determine if the substance is hazardous as defined by the COSHH regulations and if so will attempt to identify a safer alternative. Prior to any hazardous substance being purchased a copy of the manufacturers or suppliers material safety data sheet will be obtained to determine how the substance will safely be used, stored and disposed of and to assist in the production of a COSHH risk assessment.

Managers will ensure

- All existing and new hazardous substances are risk assessed utilising the substance material safety data sheet,
- That appropriate controls and personal protective equipment are identified and made available,
- The results of the assessment are communicated to those who may use the substance or be affected by it.



The relevant manager will regularly review written risk assessments particularly when a substance material safety data sheet changers or when circumstances change.

Employees will obtain the COSHH risk assessments and accompanying material safety data sheets before they work with a hazardous substances and comply with the requirements stated to ensure the substance is used, handled, stored and disposed of safely.

Further information can be obtained from the Health and Safety Team and from the health and safety section of the company intranet site.

24. Housekeeping

A high proportion of incidents in the workplace result from slips, trips or falls caused by poor housekeeping standards.

All managers and employees will ensure:

- Traffic and pedestrian routes are kept clear at all times,
- Cables are secured or covered and not left trailing,
- Spillages are cleaned up immediately,
- Tools and equipment are moved out of the way or stored safely when not in use,
- Work materials are not stored or left where they may cause an obstruction or a tripping hazard, or where they may fall on to passers-by,
- Surplus paper is not left lying around but is removed or disposed of,
- File boxes, files, document holders and loose paperwork are not left out or allowed to accumulate on desks, under desks (this can impede safe computer use), on the floor or on top of filing cabinets or cupboards (this is a fire risk),
- Personal belongings are not left out or allowed to accumulate on desks, under desks (this can impede safe computer use), on the floor or on top of filing cabinets or cupboards,
- Waste is not allowed to build up to cause obstructions or create a fire risk.



All employees have a duty to ensure this happens.

25. Waste material

Managers will ensure that suitable and adequate containers are provided throughout work premises for the safe collection of general and specific waste materials and that they are emptied safely at appropriate intervals.



Managers will also ensure suitable and sufficient containers for recyclable materials and dangerous materials are provided, i.e. paper, cardboard, sharps, toner and contaminated waste and that they are emptied by an appropriately licensed contractor.

Managers will ensure waste materials are not allowed to build up to cause obstructions or create a fire risk.

Managers will ensure all employees are instructed in correct usage and disposal procedures.

26. Personal protective equipment (PPE)



Managers and employees will ensure collective means of protection, which protects everyone in the vicinity of the hazard are utilised first, with PPE only being considered and used as a 'last resort'. Where managers identify that personal protective equipment is required it will be issued or made available for use and the requirement to use it will be communicated to relevant employees.

Individual section managers will determine and provide suitable PPE that:

- Is appropriate to the hazard.
- Protects the user against the identified hazard.
- Fits the wearer.
- Is provided at no cost to the employee.

Managers will ensure information, instruction and, where necessary, training is given to all employees issued with personal protective equipment in order that they are aware of:

- The hazards the PPE protects against and the dangers of not wearing the equipment.
- How the PPE should be worn correctly.
- When it is damaged or not functioning correctly.
- How the PPE should be maintained.
- How new equipment is issued.

Users will immediately report lost or damaged equipment to their manager so that it can be replaced.

Managers will ensure that all persons wear the appropriate protective equipment as determined by the work and the relevant risk assessment.

Managers will maintain a record of all those PPE is issued to together with a list of the PPE issued.

Employees who are issued with PPE will:

- Wear issued PPE.
- Obtain replacement PPE when it runs out or is not longer fit to use.
- Immediately report lost or damaged PPE that they cannot replace themselves to their manager.
- Use PPE in accordance with information, instruction or training received
- Adequately maintain the PPE.
- Not abuse or misuse the PPE.

Property Services operatives will, at all times, wear appropriate protective footwear with toe protection as a minimum.

27. Welfare

All parts of the workplace will have ventilation, temperature and lighting that is suitable, sufficient and appropriate to the premises and the work carried out.

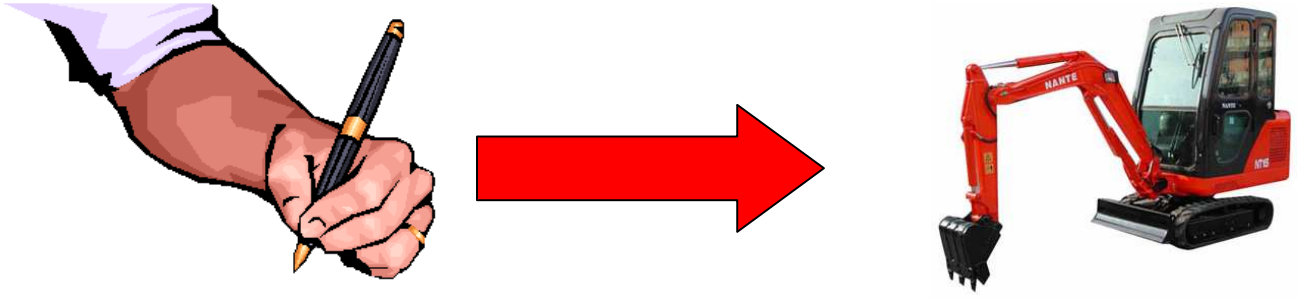
Drinking water will be made available to all employees and suitable facilities will be made available for employees to take breaks and prepare food.

Suitable and sufficient sanitary and washing facilities will be provided along with clothing accommodation and changing facilities where necessary for the work in hand.

Adequate workspace will be provided to employees that takes into account the equipment, furniture and type of work carried out. A minimum of 11m^3 per person will be provided in an office environment.

Traffic routes and floors will be kept clear of obstructions and maintained in a safe condition.

28. Work equipment (and statutory inspections)



Work Equipment: from a pen through to a mini digger

Work equipment covers any equipment used at work, including:

- tool box tools used by operatives,
- singles machines such as drilling machines, circular saws, photocopiers, mini-diggers, etc.,
- lifting equipment and accessories such as hoists, lift trucks, slings and harnesses, etc.,
- other equipment such as ladder, sack trucks, trollies, etc.

Managers and employees will ensure all equipment used for work is:

- where appropriate (typically larger work equipment with moving parts that require inspection and maintenance), uniquely marked to identify it,
- selected for its suitability for the task,
- properly maintained in accordance with manufacturers instructions and the maintenance is recorded,
- inspected at regular intervals and the inspection is recorded,
- only used in accordance with manufacturers instructions by persons who have received sufficient information, instruction and, where necessary, training and are appropriately supervised.

Managers will ensure users of work equipment with controls or that require set-up, adjustment, alteration, guarding or refilling (e.g. power tools, plant, machinery, floor cleaners, photocopiers, franking machines, printers, etc.) are suitably trained and competent to carry this out.

Managers will keep accurate records of authority to use powered work equipment and work equipment provided for safety purposes, training, competence, inspection and maintenance.

Work equipment “where deterioration may result in dangerous situations” shall be inspected and maintained in accordance with the guide table below:

Type of work equipment	Inspection	Maintenance
Lifting equipment and accessories (materials)	12 months (**statutory inspection***)	Planned based on manufacturers' recommendations or risk assessment findings.
Lifting equipment and accessories (people)	6 months (**statutory inspection***)	Planned based on manufacturers' recommendations or risk assessment findings.
Local Exhaust Ventilation (LEV) equipment	14 months (**statutory inspection***)	Planned based on manufacturers' recommendations or risk assessment findings.
Compressor and pressurised cylinder equipment	"written scheme" - working every 12months, thorough every 24months (**statutory inspection***)	Planned based on manufacturers' recommendations or risk assessment findings.
Work equipment with moving parts	Annual or based on risk assessment findings**	Planned (annual) or based on manufacturers recommendations or risk assessment findings.
Petrol powered equipment	Every six months or based on manufacturers recommendations or risk assessment findings**	Planned - based on manufacturers recommendations
Electrically power equipment	As part of PAT testing**	Condition based or breakdown maintenance
Battery powered equipment	Pre use check by user (charger – as part of PAT testing)	Condition based or breakdown maintenance
Hand tools	Pre use check by user	Condition based by user
	** supported by pre use check by user	

Inspection – a recorded visual check and function test to identify whether work equipment can be operated, adjusted and maintained safely (Statutory inspections* are a legal requirement and are arranged through the NCC Insurance Section).
Maintenance – planned maintenance (at pre-determined intervals), condition based maintenance (based on reported damage, faults or defects) or breakdown maintenance (based on the equipment not working, without risk to the user) to ensure performance does not deteriorate to the extent that it puts people at risk.

For site work activities electrical work equipment and power tools shall be 110 volt to reduce the risk of electric shock unless a safe alternative can be justified by the relevant manager and recorded and communicated using a risk assessment.

29. Vehicles

Company vehicles will be used subject to the instructions provided in the vehicles manual, the NCH Drivers Handbook and the 'drivers pack' issued to all company vehicle drivers.



All company vehicle drivers and those who use their own vehicle to carry out work related journeys will undergo regular driving license check.

All company vehicle drivers will be assessed to determine

their competence to drive the type of vehicle before it is allocated.

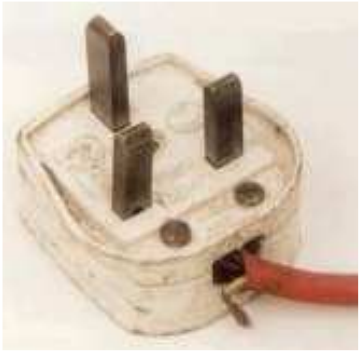
Where employees use private motor vehicles on company business Managers will ensure:

- they have a valid driving licence,
- the vehicle is appropriately taxed,
- they have business use insurance cover for any vehicle used,
- the vehicle is in a roadworthy condition and complies with legal requirements,
- the vehicle is driven in accordance with the Highway Code.

All employees who drive on behalf of the company are responsible for notifying their manager of any driving offences, if their circumstances change and they are no longer legally or medically able to drive.

30. Portable electrical appliances

The use of portable electrical appliances can increase the risks of electric shock due to the necessity to plug and unplug them and the subsequent potential contact with damaged wiring or components.



Dangerous plus

Sufficient permanent sockets will be placed in work areas to avoid the excessive use of multiple socket adapters (particularly domestic multiple socket adapters and multiple socket adapters connected to each other) and trailing cables.

If trailing cables are present users will ensure they are adequately protected from cuts, abrasion and they will not be allowed to cause a tripping hazards.

All portable electrical equipment will be protected by a correctly rated fuse and, where determined by specific guidance or a risk assessment, a residual current device (RCD) will be used.

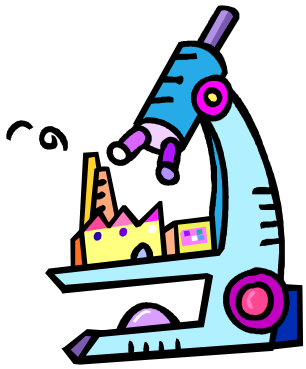
Any damaged electrical equipment will be taken out of service immediately and labelled “damaged/faulty – do not use” to show that it is not to be used until appropriate repairs have been carried out. All portable electrical appliances, flexible cables, plugs, sockets, connectors and extension leads will be visually inspected by the relevant manager or a nominated person every six months and the relevant manager will arrange for all electrical items in their area to be portable appliance tested (PAT tested) every 12 months. A record of all visual inspections and PAT tests will be kept.

For site work activities electrical work equipment and power tools shall be 110 volt to reduce the risk of electric shock unless a safe alternative can be justified by the relevant manager and recorded and communicated using a risk assessment.

31. Health and safety inspections

Managers shall ensure all reasonable action is taken to ensure a safe and healthy working environment is maintained.

The company's Health and Safety Team will arrange and carry out health and safety inspections of premises in accordance with the Health and Safety Inspection Schedule. The inspections will involve Board members, Directors, relevant managers and union health and safety representatives and will be recorded.



Managers will also carry out recorded workplace health and safety inspections of the areas under their direct control every six months. The inspections will be carried out in conjunction with recognised union health and safety representatives to identify potential hazards and introduce appropriate remedial action and/or controls. Where practicable a member of the company's Health and Safety Team will take part in the inspections.

32. Health and safety competence, training, induction and e-learning

Managers shall ensure general health and safety competence on the basis of appropriate education, training and experience. Managers shall determine the specific competence requirements for individual tasks (assisted, where necessary, by the H&S Team and the Learning and Development Team) before a task is performed by considering:

- roles and responsibilities in the workplace (including the nature of the tasks to be performed, and their associated health and safety risks),
- the complexity and requirements of operating procedures and instructions,
- the results from incident investigations,
- legal and other requirements,
- individual capability (e.g. literacy, language skills, etc.).

Managers shall give specific consideration to the competency requirements for those person(s) who will be:

- the top management appointee,
- those performing risk assessments,
- those performing audits,
- those performing incident investigations,
- those performing tasks identified by risk assessment that can impact on health and safety.



Training is an important way of achieving competence and helps to convert information into safe working practices. Anyone carrying out a task or activity for the company must be competent and adequately trained to do so. Health and safety training needs shall be identified on induction, during performance development reviews and during one to one's and notified to the Learning and Development section to enable courses to be programmed.

The Health and Safety Training matrix developed by the company's Health and Safety Team gives an indication of legally required health and safety training, essential health and safety training and desirable health and safety training for specific staff group within the company. This matrix can be used as a guide when carrying out performance development reviews and one to one's.

All new starters shall receive a company health and safety induction within 3 months of starting with the company. New starters shall also receive a section specific induction on their first day from their manager to cover essential health and safety procedures, requirements and limitations. This will be followed with further detailed health and safety induction information within the first week and the first month of employment.

The Learning and Development section, in conjunction with the Head of Health and Safety, will develop a health and safety training strategy

The company will use e-learning as a means of communicating basic training packages to employee at their desks to include:

- Health and safety induction
- Fire safety awareness
- Computer safety and work station assessment
- Environmental awareness
- Health and safety for managers

33. Construction design and management

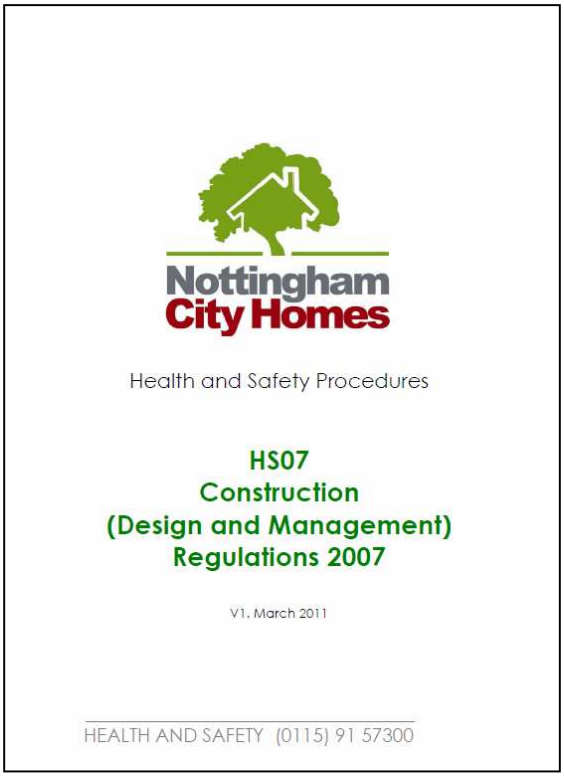
The Construction (Design and Management) Regulations apply to all construction projects and place duties on everyone involved in construction work. Construction work means the carrying out of any building work and includes any of the following which are frequently carried out by Nottingham City Homes:

- The construction, alteration, conversion, fitting out, commissioning, renovation, repair, upkeep, redecoration or other maintenance of a structure.
- The decommissioning, demolition or dismantling of a structure, including prefabricated structures.
- Site clearance, excavation and investigation work in preparation for a structure.
- The clearance of a site or structure for use or occupation at its conclusion.
- The removal of any by product or waste resulting from the demolition or dismantling of a structure, including prefabricated structures.
- The installation, commissioning, maintenance, repair or removal of mechanical, electrical, gas, telecommunications, computer or similar services which are usually fixed within or to a structure.

To aid compliance with these regulations the company employs a Construction Health and Safety Officer. It is the function of the Construction Health and Safety Officer to provide information and advice, prepare and review documentation prior to construction work taking place and to ensure co-ordination during the design and planning stages (see Construction Health and Safety Officer in the organisation section of the policy).

The company will ensure:

- CDM regulation requirements are applied to all design, construction and demolition work carried out or contracted to be carried by the company.
- The CDM regulations are considered and, where necessary, applied allowing sufficient time for the regulations to be applied effectively.
- Those fulfilling a specific role under the CDM regulations are aware of their duties and responsibilities and apply the regulations accordingly.
- Where reasonably practicable, construction elements with a foreseeable risk are designed out and where they cannot be designed out that adequate controls are put in place.
- Appropriate plans, risk assessments and method statements are produced and checked for adequacy before work begins.
- All work covered by the CDM regulations is properly notified to the Health and Safety Executive (HSE)
- Reasonable checks are carried out to ensure all contractors are competent and adequately resourced to perform the task expected of them.
- Management arrangements (inclusive of time and other resources) are suitable to enable construction work to be carried out without risk to health or safety.
- All CDM projects are inspected and monitored to ensure that arrangements and control measures are maintained and reviewed throughout the project.
- An appropriate health and safety file is produced at the end of each project.



34. Work at height

Work at height is defined as:

> *'work in any place, including a place at or below ground level, from which a person could fall a distance liable to cause personal injury. This includes gaining access and egress to or from a place of work (but not a staircase in a permanent workplace)'.*

Therefore, if someone could fall even from a low height e.g. from a small hop-up or a chair used to do work this would be 'work at height'.

For the company the use of the following items would constitute work at height (this list is not exhaustive):

- Scaffolding
- Mobile elevated working platforms
- Ladders
- Small platforms
- Towers
- Easi-dec platforms
- Stepladders
- Hop-ups

Ladder work

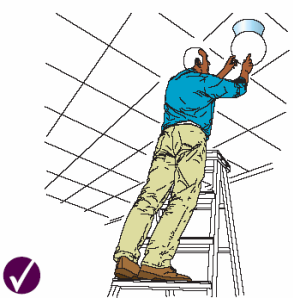


Correct – using the agreed ladder safety system to maintain three points of contact

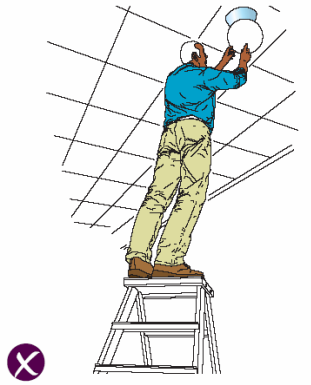


Incorrect – overreaching and not maintaining three points of contact

Stepladder work



Correct – three clear steps. Don't work any higher up this type of stepladder



Incorrect – working from the top step with no handrail

The company will ensure:

- Work at height is avoided where possible
- Where work at height cannot be avoided, work is assessed and appropriate work equipment is used to prevent falls
- Where the risk of falls cannot be eliminated, measures will be taken to minimise the distance and consequence of any falls.

The company will also ensure:

- Work at height is properly planned and organised
- The planning and organising takes into account weather conditions
- All those who work at height or plan and supervise such work are competent and properly trained
- The place of work at height is safe
- Equipment such as scaffolding and ladders are inspected in accordance with the specific requirements of the regulations
- The risks associated with fragile surfaces are controlled
- The risks from falling objects are properly controlled.

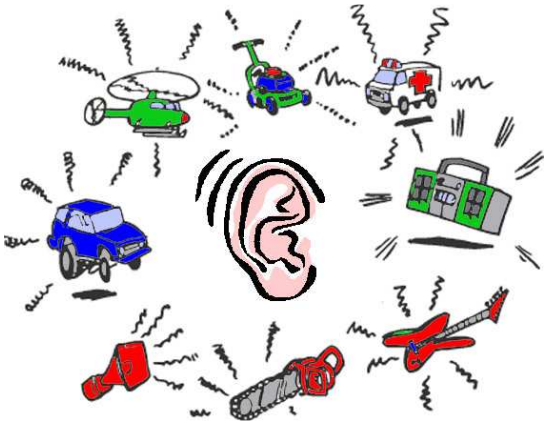
Managers will undertake a suitable and sufficient risk assessment of one-off tasks and high risk work at height activities to identify the appropriate safety measures that will need to be taken. Repetitive and low risk tasks shall be covered by generic work at height controls.

Generally, ladder work shall be done using the agreed ladder safety system, from a secured ladder with the worker wearing a harness and ladder lanyard to secure themselves to the ladder.

35. Noise

The control of noise at work regulations 2005 sets specific noise action levels. Over the 1st action level, 80dBa (decibels), managers of employees who use noisy equipment and tools shall ensure users are provided with suitable hearing protection. Over the 2nd action level, 85dBa (decibels), managers shall ensure employees wear hearing protection.

Managers of employees who use noisy equipment and tools shall ensure:



- Where necessary, the risk from noise at work is adequately assessed.
- Controls are introduced to eliminate the risk or reduce exposure to as low a level as is reasonably practicable.
- Employees are provided with hearing protection if their noise exposure is over the 1st action level or if they ask for it.
- Employees provided with hearing protection use it if their noise exposure is over the 2nd action level.
- Hearing protection zones are identified i.e. areas where the use of hearing protection is compulsory, and mark them with signs.
- Employees are provided with information and instruction regarding noise risk, controls and hearing protection.

Generally, the company will ensure hearing protection is worn where any power tools are used.

36. Occupational Health

The company employees an occupational health provider to provide proactive and reactive occupational health support.

Where employees have a health issue that affects their ability to carry out their work effectively they can be referred to occupational health for advice and support.

The occupational health provider offers reactive health surveillance support where employees sustain injuries following accidents at work e.g. back injuries as a result of poor manual handling.

The occupational health provider offers proactive health surveillance monitoring based on risk assessment and subsequent management referrals to include:

- Hand arm vibration monitoring,
- Hearing test for noise induced hearing loss,
- Lung function tests,
- Skin surveillance,
- Hepatitis A and B vaccinations.

Referrals for occupational health services should be made through the Human Resources division of the company via the appropriate Human Resources Advisor.

Employees identified as requiring health surveillance, occupational health screening or occupational health treatment shall be expected to attend occupational health appointments and participate in relevant health surveillance.

37. Permits to work

The company will introduce a permit to work procedure for situations where it is identified that there is a high risk and strict controls are required. The procedure will require work to be carried out under a 'permit-to-work' system under agreed safety measures.

The permit-to-work procedure authorises certain people to carry out specific work within a specified time frame. It sets out the precautions required to complete the work safely, based on a risk assessment approach. It describes what work will be done and how it will be done safely in the form of a 'method statement'.

The permit-to-work includes a declaration from the person carrying out and authorising the work. Before premises or equipment are put back into service, it requires a declaration from the permit originator that the area is ready for normal occupation or use.
Examples where a permit to work will be used will include:

- Hot work,
- Work in confined space,
- Entry to hazardous area,
- Excavation work or work in excavations,
- Asbestos work,
- High and Low voltage electrical work,
- Work on the roof of high rise blocks,
- High risk contractor work.

38. Stress

The company acknowledges that there are six areas of work that can have a negative impact on the stress levels of employees if not properly managed. The company is developing a stress policy to address the issues which will incorporate the Health and Safety Executives (HSE) Management Standard approach to define good practice and the roles and responsibilities of those involved in making the policy work. The Policy will incorporate guidance on the six key areas to include:

- **Demands** – such as workload, work patterns and the work environment.
- **Control** – how much say the person has in the way they do their work.
- **Support** –the encouragement, sponsorship and resources provided by the company, management and colleagues.
- **Relationships** –promoting positive working to avoid conflict and dealing with unacceptable behaviour.
- **Role** – whether people understand their role within the company and whether the company ensures that they do not have conflicting roles.
- **Change** –the effect organisational change (large or small) has on individuals and how it is managed and communicated within the company.

The policy will be complimented by a risk assessment based approach to identify those at risk and the control measures necessary to reduce the risk to the lowest level reasonably practicable.

39. Customer health and safety information

The company's Health and Safety Team, together with relevant managers, has developed general and specific health and safety information for customers and service users who may be affected by the company's work activities.

The information includes:

- A health and safety section in the tenants handbook,
- Fire safety information, particularly for those in high rise blocks,
- Asbestos guidance,
- Water hygiene guidance.

40. Equality and diversity

In line with equality legislation and the Equality framework for Local Government the company will ensure the equality impact of this policy is considered in its day-to-day application.

The company's Health and Safety Team, applicable sections and specific management groups identified in this policy will ensure the 7 equality strands listed below are considered and, where necessary, are addressed during the application of this policy to ensure groups or individuals are not discriminated against.

- Race
- Age
- Gender
- Religion & faith
- Disability
- Sexual orientation
- Transgender

APPENDIX A Health and safety Policy Board signature sheet

To view a signed version of this policy contact the
Health and safety team on 0115 91 57300

APPENDIX B Specific health and safety policies and procedures table

Listed below are the Health and Safety Policies and Procedures available as separate documents.

Policy/Procedure	Ref	Owner	Date	Version
Fire Safety Policy	-	Health and Safety Team	Jan 2010	1
Health and Safety Committee Constitution and Terms of Reference	-	Health and Safety Team	May 2010	2
Health and Safety Strategy	-	Health and Safety Team	April 2012	1
Health and Safety Procedure HS01 Incident Reporting and Investigation	HS01	Health and Safety Team	May 2010	1
Health and Safety Procedure HS02 Asbestos	HS02	Health and Safety Team	Feb 2011	1
Health and Safety Procedure HS03 Manual Handling	HS03	Health and Safety Team	Feb 2011	1
H&S Procedure HS07 CDM (Construction (Design and Management) Regulations)	HS07	Health and Safety Team	March 2011	1
H&S Procedure HS08 Horizon Scanning	HS08	Health and Safety Team	May 2011	1
H&S Procedure HS09 Legislative review	HS09	Health and Safety Team	May 2011	1
Smoke Free Policy	-	Health and Safety Team	Sept 2011	1
Violence Reporting Procedure	HS12	Health and Safety Team	Nov 2011	1
Gritting Policy	-	Health and Safety Team	Nov 2011	1
Consultation and Approval process	HS11	Health and Safety Team	Dec 2011	2
H&S Management System H&S Procedure	HS15	Health and Safety Team	Feb 2012	2

This table can be amended and updated separately to this policy and a revised version issued without Board consent.

Specific health and safety policies and procedures				
First Issued	**Revision**	**Revision date**	**Author**	**Page number**
June 2011	1	Feb 2012	Glenn Langham	1 of 1

First Issued	Revision	Revision date	Author	Page number
May 2007	3	March 2012	Glenn Langham	50 of 50