

HYELM – HEALTH AND SAFETY

Policy Document

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1.0 Introduction

- 1.1 The Hyelm Group (“The Group”, “us”, “our”, “we”) understands its responsibility to do all that is reasonably practicable to protect the health and safety of all its employees whilst at work and that of residents, contractors and members of the public in so far as they come into contact with The Group’s activities and premises.
- 1.2 The Group is a learning organisation and recognises that it may still have areas where development and improvement is required. Where errors are made these will be addressed and practices reviewed to prevent re-occurrence.
- 1.3 This policy, and others, if requested, are available in different formats, such as languages, large print and recorded form.

2.0 Purpose

- 2.1 This policy sets out The Group’s commitment to comply with its statutory obligations as they relate to Health & Safety and provide a healthy and safe environment for everyone who comes into contact with its activities.
- 2.2 The Group’s ambition is to move beyond compliance with legislation and implement good practice.

3.0 Related Documents

- 3.1 This policy should be read in conjunction with The Group’s policies and documents:
 - Health & Safety procedures.
 - Staff Handbook.
 - Emergency procedures.
 - General Conditions for Contractors.

4.0 Equality Impact Assessment

- 4.1 The Group is committed to challenging discrimination and promoting equality of opportunity in every area of its work.
- 4.2 This policy is written from an equal opportunities perspective. The summary impact assessment is shown below:



Characteristic	Positive Impact	Negative Impact	Neutral Impact	Comments
Age			✓	We will examine the way we impart information to young residents based on the way younger people perceive risk.
Disability	✓			Policy considers the needs of disabled staff and others (e.g. risk assessments must consider vulnerable people including disabled staff and would require personal evacuation plans).
Gender reassignment			✓	Policy does not have a positive or negative impact.
Marriage and civil partnership			✓	Policy does not have a positive or negative impact
Pregnancy and civil partnership	✓			Consideration is given to the needs of pregnant workers (e.g. risk assessments).
Race			✓	Policy does not have a positive or negative impact.
Religion or belief			✓	Policy does not have a positive or negative impact.
Sexual orientation			✓	Policy does not have a positive or negative impact.

4.3 This policy will be reviewed if The Group becomes aware of any group of people that are adversely affected by this policy.

5.0 General Statement from the Chief Executive

5.1 It is The Hyelm Group's ("The Group") policy to do all that is reasonably practicable to protect the health and safety of all employees whilst at work and that of members of the public or contractors in so far as they come into contact with the organisation's activities and premises.

5.2 The Group wholly accepts the aims and provisions of the Health & Safety at Work Act 1974 and associated regulations.

5.3 It recognises the need, and its responsibilities to its employees, to provide a safe environment and instructions to its employees in how to operate safely.

5.4 The Group recognises its responsibility to, as far as reasonably practicable, ensure:

- The provision and maintenance of plant and systems of work that are safe and without risks to health.
- Safety and the absence of risks to health in connections with the use, handling, storage and transport of articles and substances.
- Provision of instructions, information, training and supervision necessary to ensure the health and safety of all employees and enable them to perform their tasks without risk to themselves or to other people. This information is regularly reviewed and updated.
- The provision and maintenance of a safe place of work and safe access to and departure from that place of work.
- The provision of a working environment that is safe and without risks to health.

- The provision of adequate welfare facilities and arrangements.
- Compliance with all relevant statutory requirements for health, safety and welfare.

5.5 Group undertakes to ensure that this policy, and procedures relating to the safety of individuals, is relevant, communicated effectively throughout the workplace and implemented by its staff.

5.6 The Group will always ensure that adequate resources are available to enable staff to work in a safe environment. The Group's philosophy of continuous improvement allows us all to improve safety standards and to ensure that we are all provided with a safe workplace.

5.7 Having defined The Group's responsibilities, it is important to recognise that all employees have a statutory obligation and responsibility to co-operate in the maintenance of healthy and safe working conditions (Section 7 of the Health and Safety at Work Act 1974).

5.8 In short, Health & Safety is the responsibility of all employees, at all levels.

5.9 It cannot be stressed enough, therefore, that The Group's Health & Safety policy must be a meaningful document and one that must be fully implemented.

5.10 To do this requires the co-operation of everyone and enthusiasm in meeting the requirements of this policy document.

5.11 The Chief Executive has ultimate authority and responsibility in relation to Health & Safety topics and has been appointed by the Board as the Director responsible for Health & Safety. He or she will be responsible for considering the Health & Safety issues of all policy decisions taken by the Board.

5.12 Health & Safety will be included on the agenda at Board meetings.

6.0 Organisational Responsibilities

6.1 The Board has overall responsibility for ensuring that a Health and Safety policy is in place and is regularly reviewed.

The Board will review of the Group's Health & Safety arrangements on at least an annual basis.

6.2 The Chief Executive has overall responsibility to the Board for ensuring the effective implementation of the Health & Safety policy throughout the organisation.

Various aspects of the day-to-day responsibility are delegated to staff as outlined later. The Chief Executive will:

- Ensure that Health & Safety information and training is available to all Hyelm Group staff and that records of training are kept.
- Ensure that first aid information and training is available to appropriate Hyelm Group staff and that records of training are kept.
- Ensure that the Health & Safety policy is effectively communicated to and implemented by staff.
- Keep up to date with Health & Safety legislation and regulation and update the organisation, where appropriate, with any such changes and advise on action to be taken and on policy reviews.
- Ensure that regular reviews of all Health & Safety procedures are carried out and that these are updated, accordingly.
- Investigate serious workplace accidents, where appropriate, and recommend best action to be taken.



- Ensure that annual and other forward plans include Health & Safety considerations and that proper resources are made available in order to achieve Health & Safety policy objectives.
- Ensure that all reportable major injuries or dangerous occurrences are reported to the Board and are formally notified to the relevant authorities.

6.3 As a small organisation The Hyelm Group have appointed Envex Consultants as their Appointed Safety Advisor to provide competent advice on all matters of health and safety. This does not absolve the Directors, Chief Executive or and other member of staff, the public or contractors of their responsibilities.

Appointed Safety Advisor:

Envex, Unit 6, Blotts Barn, Brooks Road, Raunds, NN9 6NS.

Tel: 01933 626444.

Email: enquiries@envexconsultants.co.uk

6.4 The Director of Operations has been designated as the principle person to liaise with our Appointed Safety Advisor and is responsible to the Chief Executive for the implementation of the agreed policies and procedures on behalf of The Hyelm Group.

The Director of Operations shall:

- Devise, introduce and monitor adequate policies, procedures and management systems for Health and Safety.
- Lead and co-ordinate organisation wide action on health and safety.
- Provide adequate advice and assistance to each manager and other members of management relating to Health & Safety matters.
- Ensure that The Hyelm Group can provide an efficient and effective First Aid response to employees' if they are injured or become ill at work.
- Monitor the certification of any nominated First Aiders or Appointed Persons (persons with a responsibility for providing a first aid service).
- Supervise the accident reporting procedure, including the correct notification to the Health & Safety Executive and other relevant organisations (e.g. local authorities). In particular, the investigation of all serious accidents and incidents.
- Collect clearly understandable reports and statistics on accidents and incidents.
- Organise internal or external training of employees regarding suitable Health & Safety matters.
- Assess contractors Health & Safety management and put in place such procedures to ensure that contractors are supervised effectively whilst at the Hyelm Group's scheme.
- Seek sufficient funding from the Director of Finance to ensure that Health & Safety activities can proficiently be carried out.
- Ensure that reviews of all Health & Safety procedures are carried out at least once every year in close consultation with the Chief Executive and that these are updated, accordingly.

The Director of Operations has additional delegated authority in that he or she must assist and advise the Chief Executive in the implementation and review of The Hyelm Group's Health & Safety policy and procedures. In particular, this will include:

- Liaising regularly with the Appointed Safety Advisor and referring to all guidance materials and advice sent.
- Auditing the implementation of the Health & Safety policy and procedures on a regular basis and taking timely corrective action.
- Overseeing and ensuring that all risk assessments relevant to Health & Safety within the organisation are carried out and that, taking action to reduce risk so far as reasonably practicably based on priority and ensuring appropriate records are kept.
- Carrying out such assessments in advance of and with specific regard to each major refurbishment or building project taking place at their respective schemes and report findings to the Chief Executive.



- Reporting to the Chief Executive on Health & Safety matters on a weekly basis.
- Reporting to the Board on Health & Safety matters at each meeting.

The Director of Operations will act as the Responsible Person for fire safety, water systems and first aid management in the absence of The Scheme Manager.

6.5 The Director of Finance is responsible for making sufficient funds available for complying with the requirements of the policy and procedures based on budgets provided by the Director of Operations.

6.6 The Scheme Managers have been designated as the Responsible Persons for fire safety, water systems and first aid management.

They have delegated responsibility to ensure that any staff under their control are kept fully informed and receive sufficient training on Health & Safety matters in line with the requirements of The Hyelm Group's Health & Safety policy.

They must:

- Induct staff on health and safety using the approved checklists.
- Ensure that Health & Safety information and training is available to the staff over whom they have responsibility and that records of training are kept.
- Ensure that first aid information and training is available to staff over whom they have responsibility and that records of training are kept.
- Ensure that the Health & Safety policy is effectively communicated to and implemented by the staff over whom they have responsibility.
- Carry out workplace assessments of day-to-day tasks and events at the scheme of the risk to the Health & Safety of all staff and those persons who are not employed by The Hyelm Group, such as residents, visitors and contractors at least annually and report findings and recommendations to the Director of Operations and the Chief Executive. As required, seek advice on completion of these assessments from the Director of Operations.
- Procure, maintain and monitor the delivery of contracts for the servicing and maintaining of the fire, electrical, lighting, gas and water systems based upon instructions received from the Director of Operations.
- Supervise contractors to ensure that the safety of staff, residents and visitors is not compromised.
- Ensure that the Authorisation to Work and Permit to Work systems are implemented.
- Ensure that all servicing, daily etc. checks and monitoring is carried out regarding fire safety and water systems and for faults to be reviewed and resolved.
- Conducting periodic inspections of all areas using the authorised checklist and reporting hazards and resolving all issues.
- Keep up to date with Health & Safety legislation and regulation.
- Ensure that all accidents are recorded, and that reportable major injuries or dangerous occurrences are reported to the Director of Operations and the Chief Executive to enable the Board and relevant authorities to be formally notified.
- Monitor and maintain all First Aid equipment and First Aid room facilities to established levels.
- Liaise with first aiders to ensure that all accidents are recorded in The Hyelm Group accident book(s) and reported to The Director of Operations for Health & Safety.

6.7 All Managers have delegated responsibility to ensure that any staff under their control are kept fully informed and receive sufficient training on Health & Safety matters in line with the requirements of The Hyelm Group's Health & Safety policy.

They must:

- Ensure that the work environment and equipment provided for use is maintained and left in good repair and that their line managers and the Chief Executive are informed of any action required to ensure that they remain safe to use.



- Conduct regular Health & Safety checks of all areas of the scheme when on duty to identify any hazardous defects in the premises or other Health & Safety concerns, acting where appropriate.
- Report any such hazards or concerns to their line managers and to the Chief Executive together with action taken or recommended action to be taken.

6.8 All Staff have a responsibility for Health & Safety. The law makes it the duty of everyone at work to take reasonable care for their own Health & Safety and that of others. In particular, this duty extends to:

- Co-operating with managers and supervisors to ensure that safe and healthy working practices are maintained.
- Not misusing or interfering with anything provided in the interests of Health & Safety.
- Working in accordance with Health & Safety information and training provided.
- Promptly reporting to their immediate manager or Health & Safety Officer any hazardous situation.
- Making full and proper use of all safety and personal protective equipment necessary to protect against hazards to Health & Safety and to keep such equipment in a clean condition and good order.
- Only undertake the tasks for which authorisation and training has been given, under appropriate supervision.
- Making proper use of the washing facilities and eating and drinking facilities provided, to ensure high standards of personal hygiene where hazardous substances put personnel at risk.
- Acting responsibly and refraining from horseplay at work.
- Co-operating with The Hyelm Group in the implementation and observance of all statutory requirements placed upon The Hyelm Group.
- Recognising that failure to comply with Health & Safety policies, procedures and rules may lead to disciplinary action.

Relevant legislation and regulation:

Management of Health & Safety at Work Regulations 1999.

The Regulatory Reform (Fire Safety) Order 2005.

The Control of Substances Hazardous to Health Regulations 2002.

The Control of Asbestos Regulations 2012

L8 Approved Code of Practice.

7.0 Risk Assessment, Control and Records

7.1 A general assessment of the risk to the Health & Safety of all employees and those persons who are not employed by The Group, such as residents, visitors and contractors will be undertaken on an annual basis or more often, where required. Risk assessments shall consider the needs of individuals and vulnerable or susceptible people. The assessment shall also include potential risks prior to procurement of new properties or development of new sites.

7.2 A suitable and sufficient programme of risk assessment shall enable The Group to identify the measures that need to be taken to comply with all current Health & Safety laws.

7.3 The Group will provide for those with responsibilities for risk assessment and control the resources, time and advice they require to fulfil their functions effectively.

7.4 It is, however, the responsibility of all managers and employees to manage their time properly in order to give Health & Safety sufficient consideration.



- 7.5 The Group will adhere to the recognised hierarchy of control of; The elimination of the risk is always the aim. This shall include the avoidance or reduction of risk through good design including for new site or building development or at the time of refurbishment of existing sites/buildings.
- 7.6 Where this is not possible or not reasonably practicable, risks will be controlled at source by positive measures such as physical safeguarding or the provision of exhaust ventilation. Only where this is not reasonably practicable will risk be controlled by less effective measures.
- 7.7 The Group shall ensure that suitable and sufficient records of all risk assessments, issues requiring action, staff training, and any other action required to demonstrate compliance are kept in a clear and understandable manner.
- 7.8 We shall ensure that any commercial tenant on our premises provides evidence of a suitable and sufficient assessment of the risks of their operations on HYELM staff, residents and anyone else on our premises. For all identified risks we shall ensure that a suitable and sufficient risk control programme is in place and we shall review that programme on an annual basis. Where necessary we shall impose through contracts and tenancy agreements such measures that are deemed necessary to protect our assets, staff, residents, visitors and reputation.

Relevant legislation and regulation:

- *The Health & Safety at Work Act 1974.*
- *Management of Health & Safety at Work Regulations 1999.*

8.0 Training, Information and Instruction

- 8.1 All staff shall be trained and given information and instruction on Health & Safety matters.
- 8.2 The Director of Operations will identify training needs in conjunction with our Appointed Safety Advisor.
- 8.3 The Director of Operations will ensure appropriate records of training are kept.


Relevant legislation and regulation:

- *The Health & Safety at Work Act 1974.*
- *Management of Health & Safety at Work Regulations 1999.*

9.0 Fire

- 9.1 An up-to-date fire risk assessment will be carried out in relation to The Group's scheme which will apply to employees, residents (but not residential areas), lawful visitors, (including sub-contractors) and special categories (to include disabled and/or elderly persons). The risk assessment must be written and should seek to minimise the risk of fire occurring, minimise the risk of fire spread and secure and identify means of escape so that all persons can reach safety.
- 9.2 The recommendations from the risk assessment shall form the basis of a fire action plan. They will form part of a master Health & Safety action plan which will be implemented by the Scheme Managers in consultation with the Director of Operations.



- 9.3 We shall ensure that any commercial tenant given workspace in our Scheme also completes a suitable and sufficient risk assessment of their demise and any actions highlighted are resolved; this assessment shall be reviewed by the Scheme Manager and if necessary, our appointed safety advisor.
- 9.4 Any actions for tenants within HYELM premises that result from fire risk assessments and/or inspections shall also be monitored for implementation by the relevant Scheme Manager. Any non-compliance shall be referred to the Director of Operations in writing in a timely manner.
- 9.5 Contracts for maintaining fire systems are arranged and maintained by the relevant Scheme Manager. Monitoring the completion of visits and auditing of contractual compliance is the responsibility of the relevant Scheme Manager.
- The fire alarm and detection system
 - The smoke ventilation system
 - The emergency lighting system
 - First aid fire-fighting measures (fire extinguishers)
 - Any other system or item highlighted in the current fire risk assessment
- 9.6 Only competent persons shall be used to test and inspected our systems.
- 9.7 The agreed workplace inspection checklists include measures for the checking of fire protection measures including maintenance of the means of escape. The Scheme Manager shall ensure that checklists are completed properly to schedule and shall review the findings to ensure all issues highlighted are resolved in a timely and effective fashion.
- 9.8 A fire logbook is held at the scheme by the Scheme Manager in the Duty Management Office. The fire logbook along with inspection checklists and contractual records forms the basis of the record keeping system for fire safety.
- 9.9 Emergency plans will be prepared by The Group covering action to be taken in the event of fire, arrangements for summoning the fire brigade, means of fighting the fire and fire control. Personal Evacuation Plans will be written for disabled or vulnerable staff or residents.
- 9.10 To support the plans, regular fire drills will be organised, and the success of such drills formally evaluated.
- 9.11 Fire Wardens will be selected by the Director of Operations. The Director of Operations will:
- Review the Group's fire warden provision on a monthly basis.
 - Ensure each fire warden has received fire warden training, receives instruction in the use of portable firefighting equipment and in the management of evacuation procedures.
- 9.12 A quick response by staff to put out a small fire on the premises could save lives and prevent damage to property. All members of staff will be given specific training on the use of extinguisher equipment situated on the premises.
- 9.13 The Director of Operations is responsible to the Chief Executive for ensuring that Fire and emergency procedures are established in relation to the scheme.
- 9.14 The Scheme Manager is responsible to the Director of Operations for ensuring that:
- Suitable liaison takes place with tenants to confirm suitable and sufficient risk assessments and associated action plans are in place.
 - Suitable and sufficient fire extinguishers are installed, are fully operational and readily accessible.
 - Fire extinguishers are inspected and monitored at least once each year by a suitably competent person with records being kept and approval for equipment use received.
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- Staff are informed and readily trained in fire and emergency matters.
- Residents, visitors and contractors are kept informed of fire and emergency procedures.
- Evacuation routes remain free from obstruction, labelled and accessible.
- Fire prevention measures are taken.
- Fire alarm systems are checked on daily, weekly and monthly basis.
- Fire drills are practiced and records of these kept.
- The Hyelm Group's policies and emergency procedures are followed on a daily basis.

All staff must:

- Ensure that they are fully aware of fire and emergency procedures and their relevant responsibilities.
- Continually be on the lookout for fire hazards on premises, take fire prevention measures immediately these are identified and report the incident and action taken to their line managers and to the Chief Executive.

Relevant legislation and regulation:

- *The Health & Safety at Work Act 1974.*
- *The Regulatory Reform (Fire Safety) Order 2005.*

10.0 First Aid

10.1 The Health & Safety (First Aid) Regulations 1981 stipulate that suitable first aid cover dependent on the risk of the occupation and number of staff on site must be provided.

10.2 The Group will appoint an appropriate number of 'First Aiders'. The Director of Operations will identify training needs for First Aiders and will ensure that a suitable level of First Aid cover is provided and that records of certification are maintained.

10.3 There should be at least one first aider on site during duty management service hours.

10.4 The location of First Aid boxes will be made known to the employees, and a notice identifying their whereabouts will be posted. First Aid supplies will be kept in accordance with the appropriate guidance note. The Scheme Manager will be responsible for maintaining appropriate levels of First Aid supplies.

10.5 Employees will be informed of the names of the 'First Aiders'. Whenever First Aider treatment is given, a record will be kept in The Group's Accident Report Book. This record will be detached from the Accident Report Book and passed on to Director of Operations. They will investigate the accident and retain a copy of the record.

Relevant legislation and regulation:

- *Health & Safety (First Aid) Regulations 1981.*
- *Approved Code of Practice for the Health & Safety (First Aid) Regulations 1981 – (L74).*

11.0 Accident Reporting and Dangerous Occurrences

11.1 It is a legal requirement of the Reporting of Injuries and Dangerous Occurrences Regulation (RIDDOR) that accidents of a more serious nature are notified to the appropriate authority so that they can if necessary be investigated.

11.2 The Scheme Manager will immediately notify the Director of Operations and Chief Executive of any incident and will advise of the need and intention to report the incident to the Enforcement Authorities.



- 11.3 All accidents, near misses and dangerous occurrences will be recorded, discussed and reported in accordance with our procedures and statutory requirements.
- 11.4 Root cause investigations will be completed for any serious issue as directed by the Director of Operations.


Relevant legislation and regulation:

- *The Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR) Regulations 2013.*

12.0 Water Systems

- 12.1 The Hyelm Group will ensure compliance with legal requirements to prevent or control legionella and shall appoint persons to take day-to-day responsibility for controlling any identified risks from legionella bacteria.
- 12.2 The Chief Executive is responsible for notifying the local water company of connections of domestic water to new buildings (if required by local by-laws).
- 12.3 The Director of Operations is responsible to the Chief Executive for:
- Ensuring a suitable and sufficient risk assessment is completed and a written scheme implemented in line with the Approved Code of Practice and Guidance Legionnaires' Disease: The Control of Legionella Bacteria in Water Systems, L8.
 - Arranging and managing a programme of internal and external tests, sampling, cleaning and disinfecting of the water systems.
 - Ensuring adequate records are kept.
 - Reviewing and managing risks annually.
- 12.4 The Scheme Manager will take day-to-day responsibility for controlling any identified risks from legionella bacteria (on the basis that adequate risk assessments have been completed and adequate support contracts are in place). The Scheme Manager must ensure, so far as is reasonably practicable, that all contractual works are completed according to the contract in place.
- 12.5 The Director of Operations must be informed of any major non-compliance to a written scheme requirement or a positive water sampling result as soon as possible. All necessary action must be taken to manage risk in the event of an issue being reported.
- 12.6 Competent persons will be appointed to implement an appropriate written scheme of control. Records shall be kept for the current year and the last 5 years to demonstrate compliance.
- 12.7 Water systems and their associated plant and equipment which present a risk of legionella will be progressively replaced wherever possible and while such water system, plant or equipment continues in use, arrangements will be made to control the risk both to employees and others.
- 12.8 The Director of Operations is responsible for ensuring suitable and sufficient training is provided to staff.
- 12.9 All employees liable to be exposed to any residual risk will be provided with comprehensible information and instruction on the nature and likelihood of their exposure to legionella.

Relevant legislation and regulation:

- *The Health & Safety at Work Act 1974.*
 - *Control of Substances Hazardous to Health (COSHH) Regulations 2002.*
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- *L8 Approved Code of Practice.*

13.0 Protective Clothing and Protective Equipment

- 13.1 Where required, suitable Personal Protective Equipment (PPE) shall be provided to staff for those employees exposed to these risks.
- 13.2 The PPE provided must be suitable, appropriate for the risks and working conditions and takes into account the workers' needs. It must fit properly, provide sufficient protection and be compatible with any other items of PPE worn.
- 13.3 The Group has a duty to ensure that its employees are given information, instruction and training on the use of PPE as well as how to look after it.
- 13.4 Protective clothing is issued free of charge on the basis of a personal loan to the employee in relation to the work they are required to do and for the period during which they are employed by The Group. Any items not returned at the completion of employment will be charged against final wages or salary at their full replacement cost. Replacement of items lost or damaged will be made on the authorisation of the appropriate manager.
- 13.5 The Group and have a duty to ensure that PPE is maintained, stored, cleaned and replaced.
- 13.6 Employees will be required to sign an undertaking in respect of the PPE issued, in which they acknowledge responsibility for keeping all items issued in good repair and will use them for the purposes of which they have been instructed and trained.

Relevant legislation and regulation:

- *Control of Substances Hazardous to Health (COSHH) Regulations 2002.*
- *Personal Protective Equipment at Work (PPE) Regulations 1992.*

14.0 Provision and Use of Workplace Equipment


- 14.1 The Provision and Use of Work Equipment Regulations 1998 were introduced to ensure the provision of safe working equipment.
- 14.2 The principle legal requirements are:
- All work equipment must be suitable for the purpose, appropriately selected and used in a safe environment.
 - All work equipment must be maintained in an efficient state, working order, good repair, and all maintenance records logged.
 - The provision of information and training in equipment use for staff.
 - Equipment must be adequately guarded and exposure to hazards prevented or controlled.
 - Where appropriate, all equipment must be fitted with controls for starting, controlling speed, pressure or operating conditions, emergency control and isolation from the power source.
 - The provision of suitable and sufficient lighting.
 - The maintenance of equipment must be conducted in a safe manner.
 - The clear marking of work equipment with clear warnings, safety instructions and signs.
- 14.3 The Group will only use work equipment, which includes any machinery, appliance, apparatus, tool and any assembly of components, that is fit for purpose. The use of the equipment includes the starting, the stopping, programming and setting, transporting, repairing and modifying, maintaining and servicing and cleaning.

- 14.4 Only a qualified or trained person may install, repair, alter or maintain work equipment or installations.
- 14.5 All equipment shall only be used by employees when fit-for-purpose and where required fixed with appropriate guards and/or safety features and when operational training has been received.
- 14.6 Prescribed dangerous machinery shall only be cleaned, maintained and operated by a trained person over 18 years of age.
- 14.7 Measures required to control any risks will be taken as far as reasonably practicable. Where the need has been recognised for employees to use work equipment, employees will be given information and training in the safe methods and use.
- 14.8 Before any piece of work equipment is used, a simple check must be made by the user to confirm it is safe to use. Any defect in the equipment or in existing arrangements must be reported immediately to the line manager and the equipment taken out of service and duly labelled.
- 14.9 The Director of Operations will ensure that all managers are aware of the need to assess the hazards and risks involved regarding work equipment. Having assessed the risk, this must be eliminated wherever possible, or otherwise controlled.
- 14.10 The Scheme Manager will implement the policy and any procedures for areas under their control and will follow up assessments identifying the need for training. The Scheme Manager shall maintain a register of all major items of work equipment used and shall ensure that these items are:-
- Where necessary risk assessed
 - Staff have received training and instruction in their safe use
 - They are fit for purpose
 - The equipment is properly maintained and inspected using competent persons.
- 14.11 The Scheme Manager will report to our Appointed Safety Advisor any new item of work equipment which is significantly different in complexity or function from existing equipment to confirm that existing controls are adequate.
- 14.12 It is the duty of all employees to make full and proper use of safe systems of work when using work equipment. Employees will report to their manager any defect in work equipment, any hazard and other matters that could have an adverse effect on their health and safety, or that of others.

Relevant legislation and regulation:

- *Provision and Use of Workplace Equipment (PUWER) Regulations 1998.*
- *The Health & Safety at Work Act 1974.*

15.0 Contractors

- 15.1 Both the Director of Operations and Director of Finance shall ensure all contractors are appraised prior to working at one of The Group's operating scheme. The appraisal process shall include insurance status and financial status (Director of Finance) and health and safety performance (Director of Operations). In assessing the adequacy of the Health & Safety policy and procedures, the following will be taken into consideration:-
- Operational standards
 - The level of appropriate insurances
 - The adequacy of their overall approach to health and safety management
 - The general attitude towards Health & Safety matters
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- 15.2 An approved contractor's status shall be reviewed in regards to Health & Safety on a periodic basis which shall be no longer than 3 years. This may be sooner, in the event of an incident or accident, or if the approved contractor's insurance documentation dictates a more frequent review.
- 15.3 In addition, those that are selected to work at The Group's operating schemes will be assessed by the Scheme Manager to ensure that they are competent to undertake the specified work and can discharge their responsibility to safeguard their employees and other persons affected by their activity. Records of assessment and evidence of compliance will be kept and reviewed annually.
- 15.4 The Group will provide contractors with appropriate local safety information and rules and regulations of The Group.
- 15.5 The Group operate an Authorisation for Access and a Permit to Work system. Duty Managers must implement this system in accordance with the procedures set out in the control system documentation.
- 15.6 The Group shall appoint competent persons for any construction work required and ensure we meet our client duties under The Construction (Design and Management) Regulations 2015.
- 15.7 The Scheme Manager has overall responsibility to the Chief Executive for ensuring that visitors and contractors are not exposed to Health & Safety hazards at the scheme and that they are provided with fire and emergency evacuation information together with details of any other specific hazard.
- 15.8 Other managers, when on duty, are responsible for ensuring that:
- Visitors and contractors are not exposed to any Health & Safety hazards on premises.
 - All visitors or contractors complete the visitors' book on arrival.
 - All contractors shall complete an Authorisation to Work and be shown the contractors rules prior to working.
 - The accident reporting procedure is followed when accidents occur.
 - Regular checks of the premises are made when on duty to identify hazards.
 - Immediate action is taken to report and make safe hazards which have been identified.

Relevant legislation and regulation:

- *Management of Health & Safety at Work Regulations 1999.*
- *The Health & Safety at Work Act 1974.*
- *The Construction (Design and Management) Regulations 2015*

16.0 Display Screen Equipment

- 16.1 Both the Director of Operations and Director of Finance shall ensure all contractors are appraised prior to working at one of The Group's operating scheme. The appraisal process shall include insurance status and financial status (Director of Finance) and health and safety performance (Director of Operations). In assessing the adequacy of the Health & Safety policy and procedures, the following will be taken into consideration: -
- Identify any habitual DSE user.
 - Provide suitable workstations for DSE use
 - Ensure suitable and sufficient risk assessments are completed.
- 16.2 The definition of "user" means an employee who habitually uses display screen equipment as a significant part of their job. Within The Hyelm Group it could affect any employee using a terminal continually for over an hour on a regular basis.
- 16.3 The Director of Operations is responsible ensuring that systems are in place for training, risk assessments, resolving issues and keeping records.

- 16.4 Line Manager are responsible for:
- Identifying habitual users.
 - Ensuring that that a DSE risk assessment is completed and risks are reduced as far as reasonably practicable
 - Making sure that workstations satisfy minimum requirements regarding the display screen, keyboard, desk, chair, working environment, including work design and software.
 - Planning display screen equipment work so that there are breaks or changes of activity.
 - Providing information and training for display screen equipment users, provide eyesight tests or corrective spectacles if they are needed.
 - Keeping records.
- 16.5 Any assessments will be recorded and will be kept under review and revised as necessary. Where managers and others require training or information to enable them to assess risks, this will be arranged by the Director of Operations.
- 16.6 Measures required to control risks will be taken as far as reasonably practicable. Awareness training of hazards associated with DSE use will be provided for employees.

Relevant legislation and regulation:

- *Display Screen Risk Assessment Regulations 1992.*
- *The Health & Safety At Work Act 1974.*

17.0 Manual Handling of Loads

- 17.1 The Group's policy is to avoid wherever possible the need for any type of manual handling likely to expose an employee to a significant risk of injury. Residents must undertake their own manual handling of luggage and personal belongings etc.
- 17.2 The Group will aim to achieve a high standard of compliance with the Manual Handling Operations Regulations 1992 and will:
- Identify any manual handling operations where there is a risk of injury.
 - Identify and implement any reasonably practicable means of avoiding the operation.
- 17.3 Where the operation cannot be avoided, The Scheme Manager shall identify any manual handling tasks, complete an assessment of risk and reduce any risks to as low as reasonably practicable. They will inform the Director of Operations of these tasks.
- 17.4 Any assessments will be recorded and will be kept under review and revised as necessary. Where managers and others require training or information to enable them to assess risks, this will be arranged by the Director of Operations.
- 17.5 Measures required to control risks will be taken as far as reasonably practicable. All staff that may be exposed to any significant manual handling operation shall be provided with information about the hazard and instruction about the precautions and safe working practices. Training will be provided for employees in risk awareness and safe methods of manual handling where the need has been recognised.
- 17.6 It is the duty of all employees to make full and proper use of safe systems of work and any equipment provided for safety in any handling operation.
- 17.7 Employees will report to their manager any defect in safety equipment, any hazard and other matters (such as injury) that could have an adverse effect on their Health & Safety, or that of others.

Relevant legislation and regulation:

- *Manual Handling Operations Regulations 1992.*
- *The Health & Safety At Work Act 1974.*

18.0 Control of Substances Hazardous to Health

18.1 Control of Substances Hazardous to Health (COSHH) covers a wide range of substances, e.g. adhesives and solvents, cleaning chemicals including bleach, paints, thinners, biological agents including blood and other bodily fluids, and DIY products. If these substances are not correctly controlled, they can cause harm.

18.2 As required under the Control of Substances Hazardous to Health Regulations 2005 (COSHH), The Hyelm Group shall:

- Identify and assess the risks relating to the use of all substances classed under the regulations as hazardous to health. Where necessary to demonstrate compliance, assessments shall be written and kept as a record. Assessments shall be reviewed periodically and whenever circumstances change significantly.
- Prevent or control exposure to hazardous substances.
- Store materials appropriately.
- Ensure appropriate control measures are used and are maintained.
- Provide information, instruction and training to staff.

18.3 Staff will be made aware of the types of substances that are covered by COSHH. These are classified (and usually labelled) as:

- CORROSIVE, HARMFUL, IRRITANT, TOXIC, VERY TOXIC
- MICRO-ORGANISMS that are hazardous to health; examples where hazardous micro-organisms may be found include human or animal blood, vomit, faeces and urine.
- DUSTS of ANY kind in substantial quantities in the atmosphere.
- Anything with a Workplace Exposure Limit (WEL).

18.4 The Hyelm Group recognises that elimination, by safe disposal of the substances, is the best way to deal with a health risk.

18.5 The Director of Operations is responsible for ensuring that suitable and sufficient COSHH assessments are undertaken on a regular basis and must act as follows:

- Specify the type of chemical to be used in each cleaning or other operational process (or ensure that contractors are assessing and controlling chemicals adequately).
- Appoint one member of staff to be the only one to purchase chemicals or handling equipment (contractors are responsible for their own chemicals).
- Ensure that a suitable and sufficient risk assessment is undertaken prior to that substance being used.
- Ensure that handling notes attached to chemicals are referred to.
- Ensure that chemicals are correctly stored.
- Ensure all relevant staff are trained in hazard awareness, safe handling of chemicals and use of PPE.
- Review the handling notes on a regular basis and encourage relevant staff to read these.

18.6 The Scheme Manager shall ensure that only those chemicals which have been risk assessed are used and that The Hyelm Group procedures are followed.

18.7 The Scheme Manager shall maintain a contract for the collection and disposal of feminine hygiene product from staff toilets.



- 18.8 Contractors who handle hazardous chemicals must supply a suitable and sufficient risk assessment prior to starting work. Scheme Managers are responsible for ensuring this is completed and that the assessment is retained on file within the scheme.
- 18.9 Managers shall check that chemicals are stored correctly (generally in the basement plantroom away from the electrical distribution system) when conducting workplace inspections. Any substance that is no longer required should be disposed of correctly.
- 18.10 Suspect syringes found on the premises must only be handled with the long-handled tongs available and must subsequently be put in a sharps container and disposed of as hazardous waste.
- 18.11 All staff must refer to their line manager before using chemicals in the workplace for which information, direction and training in use has not been received.
- 18.12 Employees will be instructed that good standards of personal hygiene are essential in protecting against exposure to substances, and that they must wash before eating, drinking or smoking, and of course remove contaminated clothing before doing so. This is a legal duty of all employees.

19.0 Asbestos

- 19.1 The Chief Executive is responsible for ensuring any new premises purchased are asbestos free prior to purchase or occupation. If any potential site is not asbestos free a suitable assessment of liabilities shall be conducted.
- 19.2 If a site is not confirmed as being asbestos free on purchase, then the Director of Operations shall ensure that a suitable and sufficient asbestos survey is completed, and an asbestos management plan put in place that manages risk throughout the lifetime of the site.


20.0 Welfare

- 20.1 The Group's policy is, so far as is reasonably practicable, to meet the health, safety and welfare needs of all members of its workforce, including people with disabilities.
- 20.2 Measures will be taken to ensure that the health of its employees is met in a suitable and satisfactory manner, to include workplace ventilation, temperature indoors, lighting, cleanliness and waste materials, room dimensions and space, walkways and surfaces, doors and windows, drinking water provision, comfort facilities and workstations and seating.

Relevant legislation and regulation:

- *Workplace (Health, Safety and Welfare) Regulations 1992.*
- *The Equality Act 2010.*
- *The Health & Safety at Work Act 1974.*

21.0 Violence Towards Staff

- 21.1 The Group will so far as is reasonably practicable, seek to avoid exposing any employee, in the course of his or her employment, to the risk or possible risk of violence.
- 21.2 The Group further seeks to develop a safer working environment specifically related to the issue of violence at work.
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- 21.3 The Group will undertake to ensure that such agreed measures are implemented at an early opportunity. In return for such undertakings The Group expects all employees to observe such measures.
- 21.4 Whilst violence may never totally be eliminated, it is possible to adopt measures to minimise potential risks.
- 21.5 Should any employee be assaulted or placed in a situation which they feel is threatening, an assaults procedure is detailed which is intended to assist employees and supervisors to deal with such incidents.

Relevant legislation and regulation:

- *Health & Safety at Work Act 1974.*

22.0 Working at Height

- 22.1 The Group will ensure compliance with legal requirements to ensure working at height is conducted safely.
- 22.2 The Group will so far as is reasonably practicable, seek to avoid work at height. Where working at height is required a task specific risk assessment must demonstrate that there is no safer way of completing the task and all work shall be:
- Properly planned.
 - Appropriately supervised.
 - Carried out in a safe manner.
- 22.3 The overriding principle for Work at Height is to prevent, so far as is reasonably practicable, any person falling a distance liable to cause personal injury. The prescribed hierarchy for safe work at height is as follows:
- AVOID the risk by not working at height. –Where it is reasonably practicable to carry out the work safely other than at a height do so.
 - PREVENT falls - where it is not reasonably practicable to avoid work at height, you should assess the risks and take measures to allow the work to be done whilst preventing so far as is reasonably practicable people or objects falling. This might include ensuring the work is carried out safely from an existing place of work or choosing the right work equipment to prevent falls.
 - MITIGATE the consequences of a fall - where the risk of people or objects falling remains you should take steps to minimise the distance and consequences of such falls. This also involves the selection and use of work equipment and preventing those not involved with the work entering the hazardous area.
- 22.4 All employees, including contractors' employees, who are carrying out work at height, or are involved in the erection or inspection of equipment for work at height, must be competent for the task they are carrying out.
- 22.5 Ladders may provide safe access in appropriate situations. Ladders should be of the correct type and grade; should be in good condition and effectively secured to prevent movement. Those who use ladders should be competent to inspect and secure them as well as having knowledge of the points at which the ladders can be tied. Both hands should be free when climbing ladders and three points of contact with the ladder must always be maintained when using an extendable ladder. Tie points shall be provided and suitably identified on all roofs where access by ladders is foreseen for maintenance purposes.

22.6 The Director of Operations has overall responsibility to the Chief Executive for ensuring that work at height is conducted safely.

22.7 The Scheme Manager is responsible for assessing regular in-house maintenance work which may be conducted at height, arranging for checks of ladders and other access equipment or safety features, such as handrails and anchor lines/points, and also ensuring that contractors submit adequate risk assessments and method statements for work at height.

22.8 All managers, when on duty, are responsible for ensuring that:

- Work at height is conducted safely and in line with the policy requirements
- Ladders are checked and used in accordance with training
- Regular checks of contractors' work are made when on duty to identify hazards.
- Immediate action is taken to report and make safe hazards which have been identified.

Relevant legislation and regulation:

- *Working at Height Regulations 2005.*
- *The Provision and Use of Work Equipment 1998.*
- *The Health & Safety at Work Act 1974.*

23.0 Stress

23.1 The Group adopts the principles of good, effective management and respect for the individual.

23.2 It requires the combined efforts of managers, employees and support functions to ensure the creation and maintenance of a psychologically healthy work environment, in which excessive pressures are identified and measures put in place to control them, allowing people to succeed and achieve their goals.

23.3 This policy will ensure that their contribution at work will not be to the detriment of their emotional, psychological and ultimately physical health.

23.4 The Group will have a valid and up-to-date assessment of the risk of work-related mental ill-health problems, arising from exposure to stressors, whether there is a visible problem.

23.5 Where a problem does exist, the need to do a risk assessment becomes more urgent.

Relevant legislation and regulation:

- *Management of Health & Safety at Work Regulations 1999.*
- *The Health & Safety at Work Act 1974.*
- *Management Standards for work related stress published by the HSE.*

24.0 Catering

24.1 It is The Group's policy to ensure that employees have reasonable access to enable them to prepare hot food and drinks during working hours.

24.2 Any persons entering a commercial arrangement to bring prepared foods such as sandwiches or buffets into the premises must ensure that the food provider has a valid licence from the local authority.



- 24.3 Self-catering facilities (e.g. kettle, microwave oven, refrigerator) may be provided for the use of employees.
- 24.4 Employees must give due care and consideration for the safe use of catering equipment and may only use this for the intended purpose and in accordance with the manufacturer's instructions.
- 24.5 The Group may impose certain restrictions on the hours that catering facilities can be used.
- 24.6 Staff may not bring their own kettles or catering equipment into work without the consent of the Director of Operations.
- 24.7 Staff must not smoke, and high standards of hygiene must be observed in all areas where catering facilities are provided.
- 24.8 Suitable fire extinguishers will be installed in any area where cooking facilities are provided.
- 24.9 Defects in facilities and equipment must be reported to a Responsible Person immediately.
- 24.10 Microwave ovens should be checked periodically to ensure that there is no radiation leakage at seals (in-line with the manufacturer's guidance).
- 24.11 Any case of illness that may be attributable to food hygiene problems at work must be notified without delay to a Responsible Person.

Relevant legislation and regulation:

- *Management of Health & Safety at Work Regulations 1999.*

25.0 Lone Working

- 25.1 The Group's policy is to ensure, so far as is reasonably practicable, the health, safety and welfare needs of all members of its workforce, including those staff that, for whatever reason, work alone.
- 25.2 Lone workers should not be more at risk than other members of The Group's staff. This may mean, after assessment, that The Group puts in place extra control measures, which take into account the normal work and other foreseeable emergencies (e.g. accident, illness or violence), for its lone workers.
- 25.3 *Definition:* The Group defines a lone worker as a person who works by themselves without close or direct supervision. The Group considers its lone workers to be:
- Scheme Manager.
 - Duty Managers.
 - Any other employee when providing duty management cover.

This will be reviewed on a regular basis.

It is recognised, however, that any member of staff may spend a limited amount of time working alone.

- 25.4 *Responsibility:* Director of Operations is responsible for:
- Reviewing the need for lone working.
 - Ensuring that appropriate assessments are undertaken.
 - Devising and implementing safe working practices in relation to lone working to avoid or control risk where necessary.
 - Providing alternative arrangements where it is considered unsafe for staff to work alone.
 - Ensuring systems are in place for staff to be traced and that systems are regularly checked.

25.5 *Incident Reporting:* Employees should ensure that all incidents where they feel threatened or unsafe are reported to their line manager, even if the incident did not lead to a threat or violence. The line manager will investigate the incident, in consultation with the Director of Operations, and if required working practices will be reviewed.

25.6 *Training:* The safety of all employees is important. In this regard employees should be aware of how to deal with situations when they feel at risk or unsafe.

Employees should also be able to recognise how their own actions can influence, or even trigger, an aggressive response.

The Director of Operations will ensure appropriate training is provided to staff in conflict resolution and personal safety.

Relevant legislation and regulation:

- *Management of Health & Safety at Work Regulations 1999.*
- *The Health & Safety at Work Act 1974.*

26.0 Pregnant Workers

26.1 Employers must take particular account of risks to new or expectant mothers when assessing risks arising from work activities, irrespective of whether an employer is aware of new or expectant mothers in the workforce.

26.2 Regulations cover female employees who are, or in the future could be, a new or expectant mother, i.e. women of childbearing age who are, or in the future could be pregnant, have given birth within the previous six months, or are breastfeeding.

26.3 Employees must inform their line manager when they are pregnant. Upon being notified their line manager will arrange for a person/task specific risk assessment to be carried out and based upon its findings implement any required control measures and/or make any necessary adjustments for the person's wellbeing (and that of the unborn child).

26.4 The pregnant workers assessment will reflect not just the work, but the physical surroundings and the individuality of the worker's needs for a safe and comfortable pregnancy.

26.5 The normal activities of The Group would not be expected to expose any person to significant hazards and would exclude hazards such as exposure to chemicals, radiation, lead, noise and vibration. However, ergonomic and physical hazards shall be considered when carrying out a risk assessment for pregnant workers. This will include the following factors:

Relevant legislation and regulation:

- *The Management of Health and Safety at Work Regulations 1999*

27.0 Electrical Safety

27.1 The Group shall ensure that the installation, maintenance and use of electrical systems is only carried out by authorised and competent persons.

27.2 Only a qualified electrical engineer may repair, alter, maintain or adjust the fixed wiring, or carry out fixed electrical installation.



- 27.3 Only electrically competent persons may fit a plug or connector to any 240-volt ac portable appliance or item of electrical equipment.
- 27.4 The Scheme Managers shall ensure that all portable electrical equipment is inspected and tested by an electrically competent person in accordance with the latest IEE Wiring Regulations and defects rectified by a qualified electrician. Records of all inspections and tests are to be kept.
- 27.5 The Scheme Managers will ensure all fixed electrical installations are inspected and tested by a professionally qualified electrical engineer in accordance with the latest IEE Wiring Regulations at least once every five years. The Director of Operations will audit compliance.
- 27.6 Flexible cables, plugs and sockets will be inspected regularly by Managers and repaired where necessary by a competent person.
- 27.7 Scheme Managers shall periodically review the following standards as far as reasonably practicably:
- - Extensions should not normally serve more than two appliances unless all are of low current-drawing characteristics e.g. Calculators. Multi-way adaptors may not be used, but fused blocks of connectors are acceptable where their use cannot be avoided by the provision of sufficient electrical socket fixtures.
 - Cables should be run so that they do not cause a tripping hazard and should be adequately protected against casual damage.
 - Joints in cables should not be made by twisting and taping the wires, or by using small plastic block connectors. Such work should always be carried out by a qualified electrician, who will provide joints with an adequate degree of strength and protection to comply with the relevant regulations.

Relevant legislation and regulation:

- *The Electricity at Work Regulations 1989*

28.0 Gas Safety

- 28.1 The Group shall:
- Ensure that only competent persons who have an up-to-date registration with Gas-Safe carry out any work in relation to a gas fitting or gas storage vessel.
 - Arrange for an annual safety inspection to be carried out of the gas installation.
 - Keep records of maintenance and safety inspections.

Relevant legislation and regulation:

- *The Gas Safety (Installation and Use) Regulations 1998.*

29.0 Monitoring and Auditing

- 29.1 The Group recognises the importance of actively monitoring compliance to Health & Safety standards.
- 29.2 The Board has overall responsibilities for ensuring this policy complies with legal obligations.
- 29.3 Regarding day-to-day responsibilities:
The Chief Executive has responsibility for monitoring the policy's effectiveness. The Director of Operations will ensure that:



- Regular meetings are held with the Scheme Manager regarding general implementation e.g. contractual support for facilities and systems, staff induction and training, whether risk assessments are up to date, problems reported etc.
- The performance of contractors is regularly reviewed.
- Accident trends and overall safety performance are reviewed in consultation with The Group's Appointed Safety Advisor.

The Appointed Safety Advisor is responsible for:

- Advising on changes to The Group's Health & Safety policy and procedures. These will be completed annually or when there is a significant change in legislation or workplace activity.
- Conducting regular independent audits of The Group's Health & Safety policy and procedures.

29.4 A series of management checklists for regular and periodic hazard spotting and compliance assessment is in use at The Group's scheme. These will be reviewed on an annual basis by The Group's Appointed Safety Advisor.

Relevant legislation and regulation:

- *The Management of Health & Safety at Work Regulations 1999*

30.0 Participation Statement

30.1 The Group is committed to involving its residents and key stakeholders in how it manages and improves its direct services. Before this policy is reviewed, we will endeavour to consult and involve our residents and key stakeholders and consider their views.

30.2 Where possible and where relevant, we will make the necessary changes based on the comments and suggestions that we receive. The Group will also provide feedback to all to let them know how their views have influenced any changes in policy or procedure.

31.0 Commitment to Review

31.1 The Group is committed to continuously improving its practice in the direct work that it does with its residents. We are a learning organisation and where we identify that our policies or procedures could be improved, we will change them.

31.2 We value and respond to feedback from our residents, partner agencies and all other stakeholders, particularly in relation to good practice. This policy will be fully reviewed every year or sooner where any changing legislation or workplace activity has an impact.

31.3 The next review is due in June 2020.

