

Bolton at Home Group Health, Safety and Wellbeing Policy (Employees, Customers, Visitors)

1. Introduction

It has been long established that accidents and work-related ill health are usually caused by unsafe acts and/or unsafe conditions. The responsibilities placed upon employees within this Policy are intended to reduce the likelihood of unsafe acts or unsafe conditions occurring and ensure that we comply with legal requirements to minimise risks to the safety of those who live, visit and undertake work in our properties as far as reasonably practicable.

As part of their tenancy agreement with Bolton at Home Group (BHG), customers are expected to report health and safety concerns, which they feel may pose a risk to health or life.

2. Purpose

To set out how Bolton at Home Group (BHG) will manage its legal obligations in relation to the health, safety and wellbeing of its employees, customers and visitors and anyone who may be affected by its acts or omissions.

For the purposes of this policy BHG applies to our Registered Providers Bolton at Home and Arcon.

3. Scope

This Policy applies to all persons directly employed by BHG. They will contribute to the management of risk at a level that reflects their position within the business.

This Policy will also apply to the employees of BHG contractors and sub-contractors so far as is appropriate given the nature of works being completed and the terms of the relevant contracts.

The Policy is also relevant to customers, who as part of their tenancy agreement with BHG, are expected to take reasonable care of their homes and keep themselves safe as far as is reasonably practicable.

Group Leadership Team accepts its overall responsibility to ensure provision of instruction and training across the organisation in order to ensure that the responsibilities shown are fully understood and met so minimising the potential risk employees, customers and visitors.

The Disciplinary Policy will be applied to any employee if he/she is found to have acted in a manner which would constitute a breach of this policy and put the health, safety and wellbeing of employees, customers or visitors to our properties at risk .

4. Legislation

BHG recognises the importance of the requirements outlined in the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999 and Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR 2013).

BHG also recognises the obligation to ensure compliance with all relevant legislation relating to the health, safety and wellbeing of BHG's employees, customers and those using its property.

5. Policy Statement of Intent

Bolton at Home Group (BHG) recognises its statutory responsibilities in accordance with the above legislation to protect and minimise the risk of unsafe acts and omissions in the areas the legislation applies to.

We are committed to minimising the risk to all buildings and properties managed by BHG, so they are properly controlled as far as is practicable and do not present undue risk to customers, householders, visitors and any other persons.

We will regularly review our procedures in line with health and safety legislation and will make best endeavours to meet best practice in health and safety for employees, customers and visitors to our properties.

6. Equality Analysis

An Equality Analysis was carried out on this policy during its development and consultation was held with members of the Operations Committee and Scrutiny Panel who consist of tenants and other customers.

7. Overall Responsibility

The policy identifies overall responsibility to ensure that BHG meets legislative requirements.

Boards: To ensure that as far as is practical, adequate resources are committed to health, safety and wellbeing across the business ensuring managers and employees can discharge their duties and minimise the risk to our customers.



Committees'/subgroups: To have specific responsibility in line with their terms of reference relating to health and safety. This may include monitoring health and safety KPIs to propose changes in arrangements and processes underpinned by this policy.



Group CEO/ Executive Directors/ Managing Director: Ultimate responsibility and accountability for health, safety and wellbeing. Responsible for ensuring that

senior employees are competent in and afford sufficient resources to health, safety and wellbeing and minimise the risks for our customers.



BH Group Leadership Team (CEO, Executive Directors and Directors): To co-ordinate health, safety and wellbeing management across the business and for our customers, and to act as a focal point for consistency and communication.



Senior manager: The senior manager has full operational responsibility for health, safety and wellbeing within their area of responsibility. They will ensure that accidents, incidents, near misses and dangerous occurrences (within the meaning of RIDDOR 2013) are reported, and where appropriate are acted upon and risk assessments are incorporated into business plans and in discharging their duties relating to customers.



Managers / Team leaders/ Supervisors: Will have a full awareness of safety aspects for the area they are responsible for. This will include the risk assessments, accident, incident, near miss and dangerous occurrence reporting, control methods, employee's wellbeing, training and behaviour including customers.



All staff: Have responsibility for their actions and omissions. They must comply with instructions and safe working methods and must report any shortfall, dangerous situation or event relating to health, safety and wellbeing and discharge their duties with regard to customer safety.



Trade union Health & Safety Representatives: Have responsibility for their actions or omissions as part of BHG. They must comply with instructions and safe working methods, report any shortfall, dangerous situation or event relating to health, safety and wellbeing.



Customers: As part of their tenancy agreement with BHG, customers are expected to report health and safety concerns, which they feel may pose a risk to health or life.

Legal Requirements for all Employees

This section of the Health, Safety and Wellbeing Policy specifies the procedures laid down for the attention of all employees. These procedures are prepared in accordance with legal requirements and acknowledged safe working practices. In addition to the legal duty imposed upon employees to comply with these procedures, failure to observe them will be considered to be a breach of the established terms and conditions of employment.

It should also be borne in mind that a breach of health and safety legislation by an employee may be a criminal offence and action taken by an Enforcing Officer against an individual may result in heavy penalties.

The Leadership Team recognises that it is not possible to prepare in written form for every possible safety procedure as circumstances may vary depending upon the nature of work. However, employees are expected to act in a safe manner and adhere to verbal instruction given by the appropriate line manager.

A copy of this policy is available on Bolton at Home's and Arcon's website www.boltonathome.org.uk / www.arcon.org.uk A copy of the policy statement is displayed in all our offices.

Arrangements: Safety Procedures

There are individual Safety Procedures which can be found on Bolton at Home's intranet, the purpose of which is to reduce the risk to health and safety and reduce the likelihood of an injury by ensuring that employees know how to work safely when carrying out the tasks involved in their jobs.

Our commitment and arrangements for staff wellbeing are documented within the Wellbeing Strategy which can be found on Bolton at Homes intranet.

Summary for all employees

- Comply with the Health, Safety and Wellbeing Policy and all relevant legislation;
- Fully observe the published procedures, risk and COSHH (Control of Substances Hazardous to Health) assessments;
- Report any safety hazard or malfunction of any item of plant or equipment to their line manager;
- Fully conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others;
- Dress sensibly and safely for their particular working environment or occupation;
- Conduct themselves in an orderly manner in the workplace and refrain from any form of horseplay;
- Do not use machinery, equipment, dangerous substances etc., except in conformity with training and instruction provided;
- Use all safety equipment and/or protective clothing as may be provided;
- Avoid any improvisations of any form that could create an unnecessary risk to their personal safety and to the safety of others;
- Maintain all implements and equipment in good condition and report any defects to their line manager when they occur;
- Report all accidents, near miss incidents and dangerous occurrences to management whether injury is sustained or not. Record the details on the appropriate form;

- Attend as requested any training course/s designed to further the needs of health and safety;
- Observe all laid down procedures concerning processes materials and substances used;
- Understand the procedures on safe evacuation and observe the positions of exit routes and assembly points.

Customers

This section of the policy should be read in conjunction with the relevant tenancy agreement that the 'tenant' has signed and refer to the BHG Home Safety Guide (currently in development) for more comprehensive guidance relating to customer health and safety.

Customers are expected to take reasonable care of their homes and keep themselves safe as far as is reasonably practicable.

This includes:

- Keep their home and any communal area safe from an item that may cause an obstruction or a health, fire risk or other nuisance;
- Not to store dangerous liquids or materials at their property;
- Not to use or store portable gas heaters or bottles at their property or in a communal area;
- Not to disconnect or damage any smoke detector or sprinkler where fitted in any communal area;
- Not to keep open any communal door or fire exit;
- Take reasonable care to prevent damage to the property by fire or explosion;
- Allow our employees and contractors access to their property when required to undertake safety checks;
- Agree that if there is a health and safety emergency which has or could cause injury to someone or damage to any property, we or other people may need to enter their property without notice and make secure afterwards;
- When necessary and subject to reasonable notice (where appropriate) be asked to move out of their property to undertake health and safety repairs, for example, an emergency gas leak;
- MUST seek written permission from their landlord and all other necessary approvals to make any physical alterations or improvements to their home;
- Not to keep any excessive or unreasonable quantity of goods or other material in the property so as to cause obstruction, a health or fire risk or other nuisance.

In addition, customer wellbeing initiatives are delivered through our customer investment and resident initiatives.

BHG will also annually report on our performance in key areas of customer health and safety and publish this on our website(s).

8. Consultation

It is the policy of BHG to co-operate with representatives of recognised Trade Unions to ensure that health, safety and wellbeing can be promoted and controlled effectively. To ensure a joint approach, a Health, Safety and Wellbeing Committee is held every 2 months and consists of representatives from management and Trade Unions.

The policy is also shared with the BHG Operations Committee to ensure that customer health and safety can be promoted, address and to effectively minimise risk.

9. Monitoring, Review and Evaluation

This Policy will be reviewed annually or when directed by a change to current legislation or internal procedures.

Monitoring and evaluation of the Policy will be carried out via the management system in the form of results of internal and external audits and collation of accident and incident data.

Date approved	Arcon Board 09/02/21 Group Board 18/02/21
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