

Victory Housing Trust

Safety Management System

Revision Register

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Victory Housing Trust Safety Management System

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1. Victory Housing Trust System Overview

The safety management system (SMS) sets-out the health and safety arrangements and is supported by the Victory Housing Trust (Victory) Health and Safety Policy procedures. The SMS is intended to provide a practical safety system that deals with the foreseeable hazards and details the relevant health and safety procedures. The SMS should be updated and revised and further arrangements added as needs arise and hazards are identified.

The SMS should be used in conjunction with the Health and Safety Policy which forms part of the Governance and Financial Viability Policy. The information contained in the Health and Safety Policy and the SMS is set-out as follows:

Document	Location
Health and Safety Policy Statement	Victory Housing Trust Governance and Financial Viability Policy
Health and Safety Roles and Responsibilities	Victory Housing Trust Governance and Financial Viability Policy
Health and Safety Arrangements	Victory Housing Trust Safety Management System

2. Using the Safety Management System

The SMS contains the health and safety arrangements for dealing with foreseeable hazards. These arrangements are split into two categories:

Functional Arrangements describing a health and safety related process and / or management system i.e. incident and accident reporting

Hazard Arrangements dealing with specific hazards and describing the responsibilities and control measures i.e. manual handling

Each Arrangement details the following information:

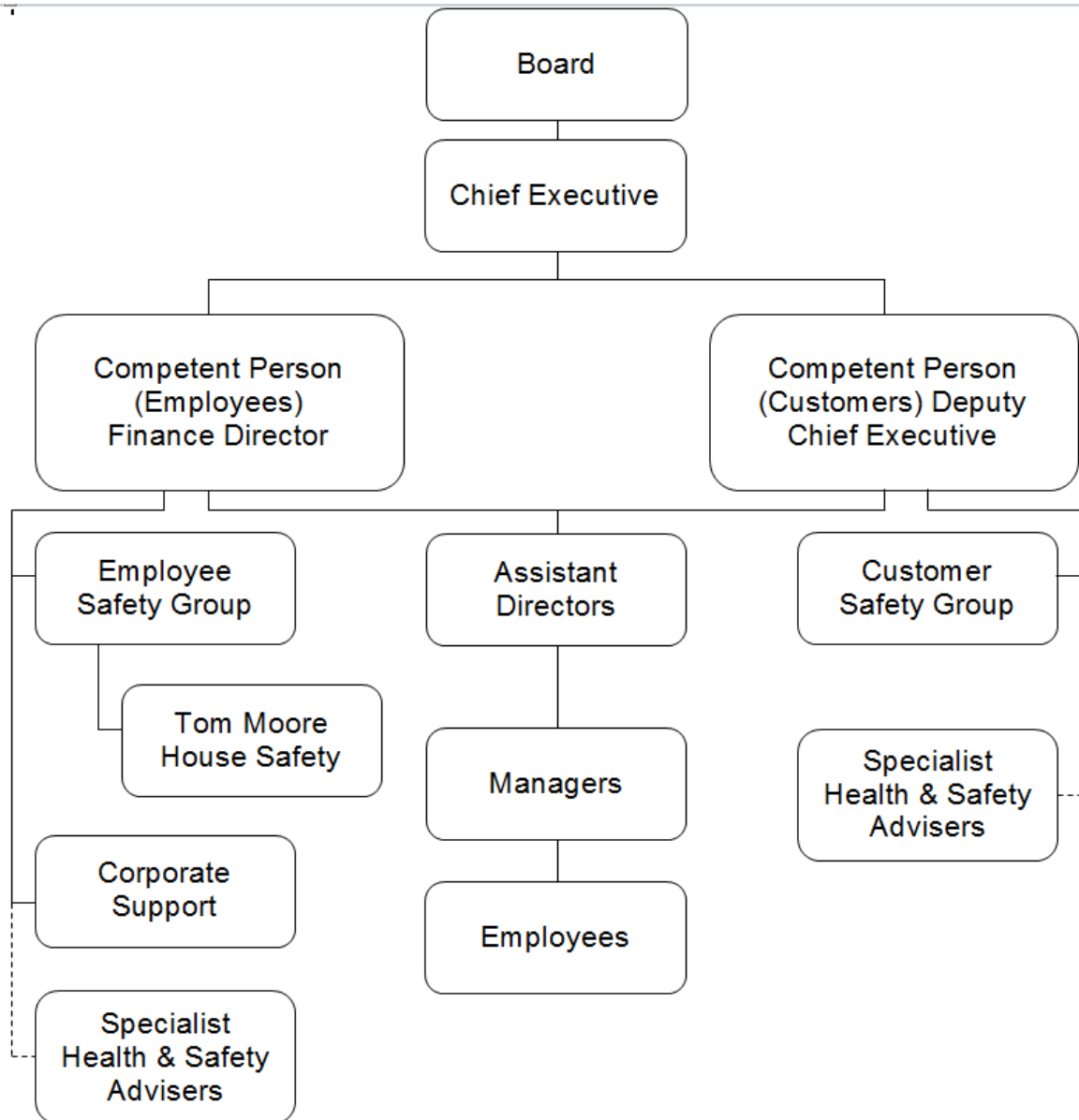
- Who the procedure applies to
- What the procedure is for
- Knowledge and skill requirements
- Responsibilities
- Related documentation
- Methods of monitoring and audit
- Reference to guidance

People with management and supervisory responsibilities and responsibilities for premises/facilities, infrastructure, equipment and the working environment should

familiarise themselves with the arrangements and any associated policies and procedures and ensure that they and anyone under their direction are complying with these. For ease of identification roles or groups with responsibilities are shown in bold in the Arrangements.

3. Responsibilities

The Chief Executive is responsible for ensuring the SMS is implemented and maintained. The organisation chart below illustrates the structure for the purpose of health and safety.



4. Health and Safety Arrangements

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Further arrangements should be developed and added to the SMS as needs arise and hazards are identified. When new arrangements are added these will be communicated to all relevant people.

4.1. Health and Safety Functional Arrangements

4.1.1 Incident, Accident and Near-miss Reporting / Investigation		1/2
Who does this procedure apply to? Anyone involved in an incident, accident or near-miss (IANM), managers and Assistant Directors.		Employees ✓ Customers ✓
What is this procedure for? To ensure that IANM's are reported and investigated.		
Competency	<ul style="list-style-type: none"> N/A 	
Responsibilities Employees Assistant Director Line manager	Process <ul style="list-style-type: none"> Definition: For the purpose of this procedure incidents, accidents and near misses shall be defined as follows: <ul style="list-style-type: none"> Incident: an occurrence of threatening, abusive and/or violent behaviour to an employee Accident: an occurrence resulting in harm to people, property, premises and/or the environment Near-miss: an event which did not result in harm to people, property, premises and/or the environment but had the potential to do so All employees shall report any IANM involving any of the following to their manager as soon as possible after the occurrence: <ul style="list-style-type: none"> Victory employee Person on Victory premises Person under the control of Victory Customer involved in an accident or a near-miss as a result of Victory's activities When a member of staff becomes aware that a resident may pose a health & safety risk to staff this information should be shared with their manager within 1 working day, and the Security Alerts Procedure implemented. Accident books are kept in the kitchens at Tom Moore House. IANM's shall be recorded as follows: <ul style="list-style-type: none"> Accident book: employees only IANM report: employees, contractors, customers and members of the public All completed reports shall be promptly forwarded to the line manager or Assistant Director and forwarded onto Corporate Support for recording and monitoring purposes. The Assistant Director shall make arrangements to contact the insurers if necessary. Events that may lead to public liability, employer liability or material damage claims should be reported to Victory's insurance company. 	

4.1.1 Incident, Accident and Near-miss Reporting / Investigation

2/2

	<ul style="list-style-type: none">• In the case of a serious IANM the Assistant Director must also contact the Chief Executive and/or the Deputy Chief Executive as soon as possible to advise them of the IANM.• In the first instance, initial investigations of IANMs are to be conducted by the relevant line manager. The Assistant Director will lead the investigation of more serious IANMs, and will report to the Executive Team).• The Corporate Support Team will collate a summary of IANMs and provide this for Employee and Customer Safety Groups according to their requirements for review on a quarterly basis.• The Assistant Director will:<ul style="list-style-type: none">▪ Manage all aspects of The Reporting of Injuries Diseases and Dangerous Occurrences (RIDDOR), and will make IANM reports to the authorities where necessary. This will be done via the HSE website (hse.gov.uk).▪ Consider the need to review any relevant risk assessments following an IANM. Where a review is required this will be carried out by the relevant line manager and others affected by the risk assessment.
Documentation	<ul style="list-style-type: none">• Incident, Accident and Near Miss Report Form• Accident Book (kept in kitchens at TMH)• RIDDOR reports• Risk assessments• Unacceptable Actions and Behaviours Policy (Part of the Customer Care Policy)• Contact Security Alerts Procedure• Security Alert Referral Form
Monitoring and Audit	<ul style="list-style-type: none">• IANM's will be reviewed at team meetings and by the employee and customer safety groups.• IANM's will be reported on the monthly Operational Performance Report.• Security Alerts will be reported on the monthly Operational Performance Report
Guidance <ul style="list-style-type: none">• http://www.hse.gov.uk/riddor/index.htm• Incident, Accident and Near Miss Report Form• Contact Security Alerts Procedure	

4.1.2 Consulting with Employees		1/2
Who does this procedure apply to? Employees.		Employees ✓
		Customers
What is this procedure for? To ensure that all employees have the opportunity to raise any concerns regarding health and safety, as well as contributing to the ongoing improvement of safety procedures and provision.		
Competency	<ul style="list-style-type: none"> • N/A 	
Responsibilities Employees Assistant Director Line manager Employee Safety Group	Process <ul style="list-style-type: none"> • Any employee with concerns regarding health and safety should initially approach their line manager. Alternatively, they may approach their Assistant Director, the appointed Safety Representative, or a member of the Employee Safety Group directly. • Regular departmental team meetings are held and health and safety matters are discussed as an agenda item including: <ul style="list-style-type: none"> ▪ Incidents, accidents or near-misses (IANM) ▪ H&S Objectives ▪ Changes to procedures and practices ▪ Planned and completed training • Where necessary actions are assigned to the relevant employee and timescale agreed for completion. • The Employee Safety Group meets quarterly to discuss safety matters including: <ul style="list-style-type: none"> ▪ IANM's ▪ Risk assessments ▪ Changes to procedures and practices ▪ Planned and completed training ▪ Health and safety objectives ▪ Monitoring and audit activity and reports ▪ Regulation, guidance and sector information ▪ Feedback from the Tom Moore House Safety Team • The Employee Safety Group reports through the Executive Team to the Chief Executive and the Board. • Safety information will be displayed on the Victory notice board(s) and/or disseminated to employees as appropriate. • Any pertinent health and safety information from the Employee Safety Group, departmental team meetings or the Tom Moore House Safety Team will be communicated to employees using the intranet news page. Minutes from Employee Safety Group meetings will be circulated on the health and safety intranet page. • Regular 1:1 meetings are held between line managers and employees and employee wellbeing, health and safety features as part of this process. 	

4.1.2 Consulting with Employees

2/2

	<ul style="list-style-type: none">• Employees who regularly use display screen equipment shall complete an online assessment (see 4.2.9). This provides an opportunity to raise/discuss any related health and safety concerns with external experts.
Documentation	<ul style="list-style-type: none">• Meeting minutes from departmental team meetings• Meeting minutes from Employee Safety Group
Monitoring and Audit	<ul style="list-style-type: none">• Minutes from Employee Safety Group meetings are to be made available on the health and safety intranet page.

Guidance

- [Employee Safety Group Terms of Reference](#)

Who does this procedure apply to?

Employees.

Employees ✓

Customers

What is this procedure for?

To ensure workplace hazards are identified, risk assessments carried out and suitable control procedures implemented and monitored.

Competency

- People who complete risk assessments must have completed risk assessment training and have a good understanding of the hazards being assessed.

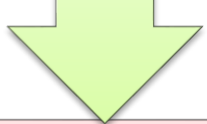
Responsibilities

Employees
Assistant Director
Line manager

Process

- **Risk assessment approach:** Victory employees carry out a diverse range of tasks in what can be a challenging environment. Risk assessments shall be carried out as follows:

Routine Risk Assessment
Sets out the standard safety procedures based upon departmental activity and the known / foreseeable hazards; reviewed annually or following change or an IANM



Situational Risk Assessment
On the job assessment based upon the situation, environment and individuals (present or expected). Not a written exercise; these assessments are made by staff before and during a situation that may put people at risk

Non-Routine Risk Assessments
Assess foreseeable hazards arising from specific activities e.g. evictions, dealing with ASB, one-off events etc. Carried out as and when required; reviewed as part of activity de-brief

- **Routine Activities:** The **Assistant Director** will ensure that all hazards arising from routine activities are suitably risk assessed.
- Hazard identification is an ongoing process with hazards being identified through:
 - Team meetings
 - Employees experience and training
 - IANM reports
 - Approved codes of practice, guidance and information

- Risk assessments shall be undertaken by competent persons. This may be one or a number of people, and should include those who are actually involved in the role/activities.
- Where a role/activity changes, or there are changes in practices, equipment, guidance etc. or a serious IANM occurs, the **Assistant Director** shall ensure that risk assessment(s) are reviewed and updated as required and any changes communicated as necessary.
- Significant non-routine risk assessments should be reviewed and signed off by the relevant Assistant Director/Executive Director. The Assistant Director will ensure that the Corporate Support Team is copied into the risk assessments for corporate events.
- The **line managers** shall ensure that the controls specified by risk assessments are applied to departmental activities, implemented and monitored.
- **Situational risk assessment:** Whilst risk assessments of activities are intended to cover foreseeable hazards arising from typical work situations, it is necessary for **employees** to manage risks arising from people (i.e. abuse, intimidation and violence) and the environment by continually assessing their situation. This situational assessment is an on the job assessment made before, during and after the situation taking into account the environment, people (present or expected) and other threats (i.e. dangerous dogs, influence of alcohol or drugs). All employees should take into account any relevant security alerts when making their situational assessments.
- **Non-routine Activities:** The **Assistant Director** will ensure that for non-routine activities (where the level of risk is likely to be higher than routinely encountered) i.e. evictions, dealing with serious ASB, surveying complex properties, volunteering (that includes employees, contractors and resident(s), staff and customer events etc. are risk assessed. These will be carried out by a competent person and communicated directly to those involved in the activity.
- **Pregnant Worker's Risk Assessment:** The Line Manager shall ensure that a Pregnant Worker's Risk Assessment is carried out (currently online) and communicated to the relevant people. HR will support the process from the notification stage.
- **Young Person's Risk Assessment:** The **line manager** shall ensure that a Young Person's Risk Assessment is carried out and communicated to the relevant employees. This is required for people under the age of 18 years old. HR will support the process from the notification stage.
- All risk assessments should reflect the plan, do, check, act approach of HSG65 *Managing for Health and Safety*:
 - Plan how risks are going to be controlled;
 - Implement the controls as part of procedures and practices;
 - Monitor the outcomes to ensure that objectives are being met;
 - Act to make improvements.

Documentation

- Routine risk assessments
- Non-routine risk assessments
- Risk Assessment Template
- Computer Server Room Risk Assessment
- Event Safety Plan and Risk Assessment
- Pregnant Worker's Risk Assessment Template (online through Posture Group)
- Young Person's Risk Assessment Template
- Volunteering Policy (within the Customer Care Policy)
- Community Volunteering Policy (within the Employee Handbook)

Monitoring and Audit

- Whilst no records of the situational assessment are required, **line managers** will, via their monitoring and regular one-to-one meetings look for evidence that employees are assessing situational risks appropriately in their planning, activities and follow-up.
- Risk Assessments will be reviewed annually at team meetings and a record will be made in the minutes.

Guidance

- <http://www.hse.gov.uk/risk/controlling-risks.htm>
- [Victory Risk Assessment – Routine Office Environment & Workplace Activities](#)
- [Victory Risk Assessment Template – Specific & Non-Routine Activities](#)
- [Event Safety Plan and Risk Assessment Form](#)
- [Young Person's Risk Assessment Template](#)
- [Contact Alerts for Contractors Procedure](#)
- [Computer Server Room Risk Assessment](#)
- [Personal Risk Checklist](#)

4.1.4 First aid at Work		1/1
Who does this procedure apply to? Employees undertaking first aid roles and their managers.		Employees ✓ Customers
What is this procedure for? To ensure that there are sufficient first-aid kits and appropriately trained first-aiders available to employees.		
Competency	<ul style="list-style-type: none"> First-aiders and appointed persons shall be trained to recognised standards and complete refresher training as required. 	
Responsibilities First Aiders Employees Employee Safety Group	Process <ul style="list-style-type: none"> Details of First Aiders (Appointed Persons and First Aiders at Work) shall be: <ul style="list-style-type: none"> Displayed on notice boards at Tom Moore House Identified on the health and safety intranet page First-aiders are given training which meets the recognised requirements. Any employee may apply to their line manager/ HR should they wish to volunteer as a first-aider. Priority will be given to office based staff. The TMH Safety Team shall ensure that as a minimum an appointed person is available at Tom Moore House during normal hours. The TMH Safety Team shall ensure that the names of first-aiders are kept up to date on notice boards and the intranet. First Aid kits are located in: <ul style="list-style-type: none"> Kitchens at Tom Moore House The vehicles of essential car users Employees shall be advised of the identity of the appointed person(s) and first-aiders during their induction. Employees are responsible for informing a first-aider if any first-aid supplies are used. A first-aider shall arrange for the replenishment of first-aid stocks as required. 	
Documentation	<ul style="list-style-type: none"> Health and safety intranet page List of first aiders and appointed persons 	
Monitoring and Audit	<ul style="list-style-type: none"> The Employee Safety Group will monitor the provision for first aid and ensure that there is sufficient first aid resource available. 	
Guidance <ul style="list-style-type: none"> http://www.hse.gov.uk/firstaid/index.htm 		

4.1.5 Monitoring, Supervision and Audit		1/2
Who does this procedure apply to? All employees.		Employees ✓
		Customers
What is this procedure for? To ensure monitoring, auditing and supervision activities are carried out and that safety control methods are applied and are working effectively.		
Competency	<ul style="list-style-type: none"> Auditors shall be competent and understand the operations or activities that they are auditing. 	
Responsibilities Employees Assistant Director Line manager TMH Safety Team	Process <ul style="list-style-type: none"> Line managers shall observe and supervise their team's activities on a daily basis. Assistant Directors shall monitor working conditions, ensure safe working practises are being followed and will: <ul style="list-style-type: none"> Carry out regular checks Carry out spot checks Investigate IANM's The TMH Safety Team shall carry out monthly building checks and monitor the workplace at Tom Moore House. Line managers shall monitor safety performance indicators to ensure that continual improvements are made. These will be reported to the Assistant Director regularly at departmental meetings and will include: <ul style="list-style-type: none"> Security Alerts Public Liability Insurance Claims Gas/oil/solid fuel safety and electrical installation condition reports Activities relating to water safety, fire safety, asbestos and carbon monoxide IANMs reported and investigated Young, new and inexperienced staff shall be identified as requiring closer supervision than other employees, and shall be assigned tasks based on risk and capability. See Training and Competence Procedures (4.1.7). Supervision shall be arranged and undertaken by line managers for their area of responsibility. Supervision of young person this shall be in accordance with the relevant Young Person's Risk Assessment. Supervision of pregnant workers shall be in accordance with the relevant Pregnant Workers Risk Assessment. 	

4.1.5 Monitoring, Supervision and Audit		2/2
	<ul style="list-style-type: none"> • Line managers shall be responsible for ensuring that employees working at home or other locations are provided with relevant health and safety information and are adequately supervised. 	
Documentation	<ul style="list-style-type: none"> • Tom Moore House health and safety inspections • Monthly safety performance indicators • Annual SMS audit 	
Monitoring and Audit	<ul style="list-style-type: none"> • The Deputy Chief Executive and Finance Director will provide a quarterly update on safety performance to the Executive Team. This may include the information in the Monthly Operational Performance Report. • The Chief Executive shall arrange an independent external audit of the safety procedures and performance annually. This SMS will be the basis of the audit scope and criteria. 	
Guidance		

4.1.6 Lone Working		1/1
Who does this procedure apply to? Employees who may be at an increased health and/or safety risk due to working alone.		Employees ✓ Customers
What is this procedure for? To ensure that any increased health and safety risks from working alone are controlled.		
Competency	<ul style="list-style-type: none"> • People who work alone shall complete the online lone working training. 	
Responsibilities Employees Line manager Assistant Director	Procedures <ul style="list-style-type: none"> • Employees who may be at an increased health and/or safety risk due to working alone shall work in accordance with Victory's lone working procedures and risk assessment safety measures. • Line managers shall monitor lone working practices to confirm that safety measures are being complied with i.e. check employees calendars are up to date, the lone working procedure is being followed and lone working equipment is being used correctly. • Employees that regularly lone work as part of their role shall use the Guardian 24 system when lone working. This enables activity to be monitored by an external company via a mobile phone application. The monitoring company contacts Victory via an agreed escalation procedure if the contact protocol is not maintained within specified timescales. • Employees shall ensure that they refer to the system for active security alerts before making appointments and when necessary shall make arrangements which remove the need to work alone. 	
Documentation	<ul style="list-style-type: none"> • Lone working procedure • Victory Risk Assessment - Routine Office Environment & Workplace Activities • Lone Working Statement (Employee Handbook) 	
Monitoring and Audit	<ul style="list-style-type: none"> • The Assistant Director (when applicable) shall regularly obtain data regarding the use of lone working devices to confirm that employees are using equipment in accordance with risk assessments and procedures. 	
Guidance <ul style="list-style-type: none"> • http://www.suzylamplugh.org/ • Lone Working Procedure • Victory Risk Assessment - Routine Office Environment & Workplace Activities 		

4.1.7 Training and Competence		1/2
Who does this procedure apply to? All employees.		Employees✓
		Customers
What is this procedure for? To ensure that all employees are appropriately trained and have sufficient capability and experience to undertake their work safely.		
Competency	<ul style="list-style-type: none"> Employees shall be trained and experienced in their roles and where required undertake any necessary recognised qualifications and/or training courses. Where employees are undertaking training (including induction) their line manager shall ensure that this is taken into account when allocating their tasks. 	
Responsibilities Employees Assistant Director Line manager HR	Process <ul style="list-style-type: none"> Line managers shall determine the health and safety training needs of their teams based upon legislation, risk assessment and guidance from HR regarding mandatory training requirements. Line managers, in conjunction with Assistant Directors, shall identify training requirements within each job description. This will summarise mandatory and/or desirable training for each role. HR will authorise and then arrange requested training sessions and monitor the effectiveness of these. Line managers shall ensure that their staff attend any training which is necessary for their competency, or is otherwise dictated as mandatory. Employees shall attend training as required, and must work according to any training they have been given (whether formal and/or on-the-job). Employees and their line managers shall be responsible for monitoring refresher training and liaising with HR to arrange this. Employees shall ensure that any professional qualifications they hold are maintained (via CPD schemes etc.) and refreshed as required by professional bodies. Line managers shall regularly review training based upon operational needs, such as the introduction of new practices or procedures and will identify and initiate any training requirements. HR and the line managers shall assess both internal and external training providers to ensure that they are competent, taking into account both the technical aspects and delivery of the training package. HR shall maintain training records and make these available to line managers and Assistant Directors as required. Line managers shall ensure that new employees complete induction training on commencement of their employment. This will cover necessary issues such as fire safety, first-aid and a building induction. 	

	<ul style="list-style-type: none"> • Line managers shall ensure that new workers also complete a departmental induction training session which will include a review of their role and the relevant risk assessments and safety measures. • Job-specific safety training shall be identified by line managers during the induction and may involve shadowing other members of the team, working under close supervision and completing the required training packages. • Assistant Directors and line managers are responsible for identifying specific training. This will be authorised and arranged by HR in liaison with the line managers and Assistant Directors. Such specific training is detailed within the Mandatory Training Schedule. • Once induction and other specific training has been completed an employee shall be deemed to be competent to undertake the work they have been trained for safely. • Employees must not carry out an activity for which they know they are not competent. Any concerns should be raised with the line manager or Assistant Director.
<p>Documentation</p>	<ul style="list-style-type: none"> • Risk assessments • Job descriptions • 1:1 notes/appraisals • Mandatory Training Schedule • Training records • Certificates of attendance and course attendance record sheets
<p>Monitoring and Audit</p>	<ul style="list-style-type: none"> • Planned and completed training will be an agenda item at Team Meetings and Employee Safety Group meetings. • Training and capability will be monitored at one-to-one meetings and form part of the annual appraisal. • Training records will be reviewed as part of the annual SMS audit.
<p>Guidance</p> <ul style="list-style-type: none"> • http://www.hse.gov.uk/involvement/training.htm 	

4.1.8 Personal Protective Equipment		1/1
Who does this procedure apply to? All employees who are required to use Personal Protective Equipment (PPE).		Employees✓ Customers
What is this procedure for? To ensure that employees have the correct PPE for the tasks they undertake, and that this equipment is used properly, maintained, and replaced when necessary.		
Competency	<ul style="list-style-type: none"> All employees who are issued PPE should understand its use, care and limitations. 	
Responsibilities Employees Line manager	Process <ul style="list-style-type: none"> PPE will be provided to employees on the basis of any needs identified by risk assessment. The specific needs of individuals will also be taken into account when specifying PPE. An employee who has a particular PPE requirement (i.e. medical, religious etc.) must inform their line manager so that the appropriate PPE can be provided. Line managers shall be responsible for ensuring their team have the correct PPE. Employees will self-issue PPE and inform their line manager of what they have taken, the reason they need it and what stock is left. PPE will be replaced on a new for old basis. If unreasonable wear or abuse of PPE has occurred (leading to premature failure or replacement) the line manager will investigate. Employees are responsible for looking after (including cleaning) PPE issued or used by them. They must not alter or interfere with any PPE and must ensure that it is stored correctly in any container and/or location provided for this purpose. Employees must ensure that they use/wear any PPE required for the role/situation; that it is in good condition and works properly. Where there are issues with the use of an item of PPE the employee must bring this to the attention of their line manager. Location/communication devices/systems for lone working are regarded as PPE. 	
Documentation	<ul style="list-style-type: none"> Risk Assessments Record of PPE issue (PPE & Survey Equipment Register) 	
Monitoring and Audit	<ul style="list-style-type: none"> Line managers will monitor their teams use and care of PPE as part of their daily observations. 	
Guidance <ul style="list-style-type: none"> http://www.hse.gov.uk/toolbox/ppe.htm 		

4.1.9 New and Expectant Mothers		1/1
Who does this procedure apply to? Staff members who are working during pregnancy, or returning to work after pregnancy (up to 6 months after delivery) and their line managers.		Employees ✓ Customers
What is this procedure for? To ensure that new and expectant mothers (NEMS) have any necessary adjustments made to their work role/place as required.		
Competency	<ul style="list-style-type: none"> Those completing the risk assessment must have completed the online training package and understand the work role. 	
Responsibilities NEMS Line manager HR	Process <ul style="list-style-type: none"> Once the employee advises their line manager or HR of their pregnancy, a NEM's Risk Assessment will be carried out. HR will support the risk assessment process and be copied in to documentation at all stages. If the assessment concludes that changes are required to the person's working arrangements or working environment/equipment, the relevant line manager will arrange these as necessary. The line manager shall meet with the employee regularly during the pregnancy. This will usually be at one-to-one meetings but may be more frequently if deemed necessary. This process will continue for 6 months after the new mother returns to work (up to 6 months after delivery or a period agreed by the new mother, line manager and HR). Should the new or expectant mother have any concerns or issues these should be raised with their line manager or HR. 	
Documentation	<ul style="list-style-type: none"> NEMS Risk Assessments 	
Monitoring and Audit	<ul style="list-style-type: none"> N/A 	
Guidance <ul style="list-style-type: none"> http://www.hse.gov.uk/mothers/ 		

4.1.10 Workplace and office safety		1/1
Who does this procedure apply to? Employees and visitors to Victory office premises.		Employees✓
		Customers✓
What is this procedure for? To ensure that Victory's office is maintained in a safe and healthy condition.		
Competency	<ul style="list-style-type: none"> N/A 	
Responsibilities TMH Safety Team Employees	Process <ul style="list-style-type: none"> The TMH Safety Team shall carry out monthly building checks and monitor the workplace at Tom Moore House. Employees are responsible for maintaining their work station and work area in a safe and healthy condition and shall: <ul style="list-style-type: none"> Not create trip hazards Clear up any spills (i.e. kitchens) immediately Avoid blocking walkways with work or personal items Employees shall report any workplace/office health and safety issues to their line manager 	
Documentation	<ul style="list-style-type: none"> TMH monthly building inspections 	
Monitoring and Audit	<ul style="list-style-type: none"> Annual SMS audit 	
Guidance		
<ul style="list-style-type: none"> 		

4.1.11 Office Visitor Safety and Security		1/1
Who does this procedure apply to? All employees and people visiting Victory offices (including contractors).		Employees ✓ Customers ✓
What is this procedure for? To ensure that there is a process for controlling safety and security risks arising from visitors to Victory offices.		
Competency	<ul style="list-style-type: none"> N/A 	
Responsibilities TMH Safety Team Those hosting visitors Employees Customer Services Adviser (whilst on reception)	Process <ul style="list-style-type: none"> The Customer Service Team shall ensure there is a signing in/out process for all visitors to their offices and a system to prevent unauthorised access. Whilst at Victory offices visitors shall remain the responsibility of their host. Employees shall not allow anyone else to use their keys, codes or fobs provided to them for their access. Any visitor to Victory offices shall be advised of any relevant health and safety information by their host upon arrival. In the event of an emergency evacuation of a Victory office any visitors shall be evacuated with employees. Should any visitor to a Victory office pose a threat of violence or abuse the person hosting the visitor shall ensure that other staff are aware and available to provide support. Should any visitor act violently or abusively at a Victory office they will be requested to stop such behaviour immediately and asked to leave if they cannot comply with the required standard of behaviour. In an emergency in the reception or interview rooms at TMH the Customer Services Adviser on reception or employee using the meeting room will alert others by activating the panic alarm system. The Customer Services Adviser (or other member of staff on reception) shall be responsible for calling the emergency services if necessary. 	
Documentation	<ul style="list-style-type: none"> Signing in book 	
Monitoring and Audit	<ul style="list-style-type: none"> N/A 	
Guidance <ul style="list-style-type: none"> 		

4.1.12 Young Persons		1/1
Who does this procedure apply to? Staff members who are under the age of 18 and their supervisors and line managers.		Employees ✓ Customers
What is this procedure for? To ensure that young persons at work are adequately supervised and competent for the work they are assigned.		
Competency	<ul style="list-style-type: none"> N/A 	
Responsibilities Assistant Director Line manager HR	Process <ul style="list-style-type: none"> The Assistant Director shall ensure that a young person's risk assessment is carried out for any young person (i.e. someone who is under 18 years old, and either a permanent staff member or someone who is on work experience) under their departmental supervision. The line manager will carry out the risk assessment with the young person The risk assessment will: <ul style="list-style-type: none"> Identify the tasks that the young person is allowed to undertake; Identify any limitations on the young person's activities, including identifying areas where the young person is not allowed to go; Identify a named person who is responsible for supervising the young person whilst at work, and for ensuring that they work according to the limitations and requirements of the risk assessment. The line manager shall ensure that the risk assessment is communicated to the young person, their supervision and others as required. The line manager shall keep the young person's competence under constant review and the risk assessment will be revised accordingly. A record of the young person's assessment shall be sent to HR by the Line Manager/Assistant Director and retained by HR. 	
Documentation	<ul style="list-style-type: none"> Young Person Risk Assessment 	
Monitoring and Audit	<ul style="list-style-type: none"> HR will monitor the young person risk assessment process and record receipt of young person risk assessments as part of their personnel records. 	
Guidance <ul style="list-style-type: none"> http://www.hse.gov.uk/youngpeople/index.htm Young Person Risk Assessment Template 		

4.1.13 Management of Change		1/1
Who does this procedure apply to? All employees.		Employees✓
		Customers✓
What is this procedure for? To ensure that health and safety risks arising from changes to activities, equipment or procedures etc. are assessed and controlled.		
Competency	<ul style="list-style-type: none"> N/A 	
Responsibilities Assistant Director Line manager	Process <ul style="list-style-type: none"> Any changes to the work environment or practices that may significantly affect the health and safety of employees or others shall be properly planned and assessed for any health and safety impact. Employees and others who may be affected shall be consulted about the planned changes. Where significant changes are required the Assistant Director and line manager shall: <ul style="list-style-type: none"> Review the changes and identify any new hazards or increased risks (this will involve input from the Employee and Customer Safety Groups and employees); Ensure new hazards and/or increased risks are assessed and suitable control measures introduced; Ensure relevant legislation, Approved Codes of Practice and guidance is taken into account; Identify any additional training needs and arrange for this to be delivered; Identify any additional resources and/or equipment required and arrange for this to be supplied; Revise documentation and procedures to reflect the changes; Communicate the changes to employees (and others as required); The Assistant Directors and line managers should discuss any significant changes at departmental meetings and report to the Employee and Customer Safety Groups relevant information about how changes are being implemented and monitored. 	
Documentation	<ul style="list-style-type: none"> Risk assessment 	
Monitoring and Audit	<ul style="list-style-type: none"> Employee and Customer Safety Groups to keep significant changes under review. 	
Guidance <ul style="list-style-type: none"> 		

4.1.14 Occupational Health for Employees		1/1
Who does this procedure apply to? All employees.		Employees ✓
		Customers
What is this procedure for? To ensure that risks arising from occupational health hazards are assessed and controlled.		
Competency	<ul style="list-style-type: none"> Employees who use DSE shall complete the online training package and assessment 	
Responsibilities Line manager HR Assistant Directors Employees	Process <ul style="list-style-type: none"> Victory shall provide an Employee Assistance Programme for all employees. Counselling services may be provided where relevant. Where employees have suffered long-term absence or significant medical issues, occupational health services shall provide professional healthcare advice and information for both Victory and the employee. Assistant Director and line manager shall ensure that occupational health hazards are risk assessed. Typical health areas that may require risk assessment are work-related stress and musculoskeletal disorders (relating to display screen equipment use). Where an employee, Assistant Director or line manager identifies a work-related stress issue (or potential issue) they shall refer this to HR who will manage any assessment and assistance process. All employees who regularly use display screen equipment for more than 2 hours a day shall complete an online assessment and training package. This will be completed at least annually and following any significant issues. Where an assessment highlights any issues these will be raised with the line manager or HR and action taken to correct the situation. Employees shall inform their line manager or HR of any occupational health issues as soon as possible. 	
Documentation	<ul style="list-style-type: none"> HSE Work-related stress risk assessment Online DSE training package and assessment Stress at Work Policy (Part of Employee Handbook) 	
Monitoring and Audit	<ul style="list-style-type: none"> Annual SMS audit 	
Guidance <ul style="list-style-type: none"> http://www.hse.gov.uk/msd/index.htm http://www.hse.gov.uk/stress/index.htm 		

4.1.15 Communication of Health and Safety		1/1
Who does this procedure apply to? All employees.		Employees ✓
		Customers ✓
What is this procedure for? To ensure that health and safety information is communicated to the relevant people.		
Competency	<ul style="list-style-type: none"> N/A 	
Responsibilities Assistant Director Line manager HR	Process <ul style="list-style-type: none"> The Health and Safety Law Poster is displayed in all the kitchens at Tom Moore House. Health and safety information is available from: <ul style="list-style-type: none"> The intranet's Health and Safety pages The HSE web-site Line managers, Assistant Director and Directors External specialist consultants. Health and safety matters are discussed at departmental meetings and with employees during one-to-one meetings (which are usually held every 6 to 8 weeks). The Employee and Customer Safety Groups meet quarterly and the minutes of these meetings are provided on the intranet. Health and safety matters shall also be communicated to employees at the Employee Bargaining Group. Victory use a number of methods to communicate with customers including: <ul style="list-style-type: none"> Information on the Victory website Newsletters and leaflets Booklets and guides The resident involvement framework 	
Documentation	<ul style="list-style-type: none"> Health and safety intranet page 	
Monitoring and Audit	<ul style="list-style-type: none"> Annual SMS Audit 	
Guidance <ul style="list-style-type: none"> HSE website 		

4.1.16 Construction (Design and Management) Regulations		1/2
Who does this procedure apply to?	Employees✓	
Employees involved in construction related activities.	Customers	
What is this procedure for?		
To ensure that there is a process for complying with the Construction (Design and Management) regulations (CDM).		
Competency	<ul style="list-style-type: none"> Those involved in the CDM process shall have completed the Contract/Contractor Management training session. Client competencies as set out in CDM. 	
Responsibilities Assets Team Assistant Director Line manager CDMC Principal Contractor Development Team	Process <ul style="list-style-type: none"> For any works involving construction or the maintenance or cleaning of structures, CDM will apply, and Victory will undertake the Clients responsibilities. The Assets Team and Development Team will be responsible for Victory's compliance with CDM in their areas. For all works of construction, maintenance or cleaning of structures, the Assets/Development Team will determine at the earliest stage whether the HSE are to be notified. If the project is notifiable the Assistant Director shall ensure that appointments are made in accordance with the requirements of CDM. Where the project is Notifiable the Assets or Development Team will be identified as the Client Contact on the form F10. The Assistant Director shall ensure that competency assessments of the proposed designers and contractors are carried out in accordance with the requirements of CDM. The Assets/Development Team will provide the Principal Designer with particular safety-related information for the production of the Pre-Construction Information document. The Assets/Development Team shall ensure that work does not commence until they have approved the Construction Phase Plan (CPP) in accordance with the requirements of CDM. All works will be undertaken by contractors who comply with Victory's Code of Conduct. 	
Documentation	<ul style="list-style-type: none"> Contractor/Contract Management training session Victory's Code of Conduct 	

Monitoring and Audit

- Contractors engaged on construction/maintenance work by Victory shall be monitored by the **Assets/Development Team** to ensure that they are meeting an acceptable standard of safety on site. For long-term works (i.e. longer than a month) a regular site walk-around will be undertaken. For shorter works observation will be based upon:
 - The nature and risks of the work
 - Previous experience of the contractorThese observations are not formal inspections and do not replace the contractor's obligations towards safety monitoring, but provide confirmation that the contractor is working to a good safe standard, using the methods stated in their method statements.
- For larger projects, the **Assets/Development Team** may engage external safety resources to undertake routine observations.
- If any member of the **Assets/Development Team** identifies an area for improvement whilst undertaking contractor/site observations they will advise the contractor of their observations and ensure that a written record is made recording any action to be taken by the contractor(s).

Guidance

- <http://www.hse.gov.uk/construction/cdm.htm>
- [Victory's Code of Conduct](#)

4.1.17 Managing Contractors		1/2
Who does this procedure apply to? Employees involved in managing contractors.		Employees ✓
		Customers ✓
What is this procedure for? To ensure that a process exists for assessing, approving and managing contractors.		
Competency	<ul style="list-style-type: none"> The Assets Team and Development Team shall complete Contract/Contractor Management training. Client competencies as set out in CDM. 	
Responsibilities Assistant Director Line manager Contractors	Process <ul style="list-style-type: none"> Contractors engaged by Victory are to be competent and able to work safely. The Assistant Director shall ensure that proportionate measures are taken to confirm such competency and approve the selection of contractors and that a risk-based assessment of prospective contractors engaged by Victory and the periodic re-assessment of those already in use is carried out. Line managers shall ensure that contractor performance is monitored and contractors advised when health and safety (or other standards) are not being met or maintained. In such circumstances the contractor shall agree timescale and required improvements. Should contractors fail to meet timescales or make improvements the line manager may stop any work and withdraw their approval. All contractors are required to work in accordance with Victory's Code of Conduct. The line manager shall provide this to the contractor before they are engaged. Contractors are required to confirm receipt of the Code prior to commencing work for Victory. The Assistant Director or line manager shall ensure Project Managers brief contractors before commencement of work, to confirm their understanding of the requirements and provide any other information. This briefing will also be used to agree and confirm the safety monitoring being undertaken during the contract. Contractors are responsible for their own accident management, including reporting under RIDDOR. They are also required to inform their Victory contact of any IANM that occurs during the contract, and this information must be passed to the relevant Assistant Director, who may undertake further investigation if necessary. 	

4.1.17 Managing Contractors		2/2
Documentation	<ul style="list-style-type: none"> • Victory's Code of Conduct 	
Monitoring and Audit	<ul style="list-style-type: none"> • Annual SMS audit 	
Guidance <ul style="list-style-type: none"> • http://www.hse.gov.uk/toolbox/workers/contractors.htm • Victory's Code of Conduct 		

4.1.18 Estate and Playground Equipment and Inspections		1/1
Who does this procedure apply to?	Employees✓	
Employees involved in the provision and inspection of estate and playground areas and equipment.	Customers✓	
What is this procedure for?		
To ensure that a process exists for providing and maintaining safe estate and playground areas and equipment.		
Competency	<ul style="list-style-type: none"> Project Surveyors undertaking playground operational inspections shall be ROSPA trained. 	
Responsibilities Assets team Housing Team	Process <ul style="list-style-type: none"> The Assets Team shall ensure that all equipment provided for playgrounds is fit for the planned purpose and use. Such equipment shall be installed in accordance with the manufacturer's instructions and maintained in a safe condition. The Assets Team shall keep maintenance records of playground equipment. The Assets Team shall carry out regular inspections of playground areas and equipment. The Community Management Team shall carry out Estate Inspections. Any requirements identified during the inspections shall be passed to the Assets Team who shall schedule/action these as required. The Assets team shall co-ordinate their own inspections in conjunction with the inspections carried out by Victory's insurers. 	
Documentation	<ul style="list-style-type: none"> Playground inspections Estate Inspections 	
Monitoring and Audit	<ul style="list-style-type: none"> Regular inspection carried out on a periodic basis as determined by individual Risk Assessments. 	
Guidance		
<ul style="list-style-type: none"> http://www.rospa.com/rospaweb/docs/advice-services/play-safety/playground-inspection-maintenance.pdf 		

4.1.19 Community Events		1/1
Who does this procedure apply to? All employees involved in community events.		Employees✓
		Customers✓
What is this procedure for? To ensure that health and safety risks arising from community events are assessed and controlled.		
Competency	<ul style="list-style-type: none"> All those involved in arranging community events shall have completed risk assessment training 	
Responsibilities Assistant Director Line manager	Process <ul style="list-style-type: none"> When planning a community event the Assistant Director and line manager shall consider the health and safety of both employees and others. Typical health and safety considerations: <ul style="list-style-type: none"> Manual handling; Separation of people and vehicles; Handling waste (including sharps and needlestick hazards); Weather conditions; Slips and trips; Food preparation; Setting up and breaking down event equipment; The Assistant Director and line manager shall ensure that adequate first aid provision is made available during the event. Where food is being prepared and provided those involved shall have the appropriate food hygiene training and store and prepare food in accordance with food safety food practice. Should an event involve the provision of temporary inflatable structures (e.g. bouncy castle), barbeques etc. the Assistant Director shall ensure that these are included in the risk assessment and adequately supervised and controlled and that the company providing the activity has adequate insurance. The Assistant Director shall ensure that the Event Safety Plan & Risk Assessment is completed. 	
Documentation	<ul style="list-style-type: none"> Event Safety Plan & Risk Assessment 	
Monitoring and Audit		
Guidance <ul style="list-style-type: none"> http://www.hse.gov.uk/event-safety/running.htm Event Safety Plan & Risk Assessment 		

4.2 Hazard-specific Arrangements

Further hazard specific arrangements are to be developed as needs are identified

4.2.1 Driving for Work		1/1
Who does this procedure apply to? Employees who may drive as part of their work, and to their line managers.		Employees ✓ Customers
What is this procedure for? To ensure that employees or others are not exposed to driving related risks as a result of activities undertaken by Victory employees.		
Competency	<ul style="list-style-type: none"> All employees who drive as part of their work must hold a valid driving licence and complete the Driving Risk Assessment & Checklist document. 	
Responsibilities Employees	Process <ul style="list-style-type: none"> If an employee receives any licence endorsement(s) they shall advise their line manager immediately. Employees shall advise their line manager or HR of any change in their circumstances which may prevent them from driving (i.e. a medical condition, prescription medicine etc.). Employees shall comply with all driving laws and drive safely taking into account other road users and driving conditions. Employees shall report all work related driving accidents/near misses to their line manager (whether involving the employees own vehicle used on business). When an employee uses their own vehicle for business they must maintain the vehicle in a safe and road worthy condition and have adequate business-use insurance. Employees shall complete an annual driving risk assessment & checklist and submit this and a copy of their insurance, MOT and driving licence DVLA check code to their line manager. Employees should not use hands-free mobile phones whilst driving. Personal electronic equipment should not be used whilst driving (i.e. mp3 players with headphones, smart phone functions such as the internet and messaging). 	
Documentation	<ul style="list-style-type: none"> Annual Driving Risk Assessment. Copies of MOT and insurance information. 	
Monitoring and Audit	<ul style="list-style-type: none"> Upon commencement of employment (and annually thereafter) employees who drive for work are required to provide a copy of their MOT and insurance documentation to their line manager along with DVLA driving licence check code. 	
Guidance <ul style="list-style-type: none"> Driver Risk Assessment and Checklist Driving and Car User Policy (part of Employee Handbook) Travel and Subsistence Policy (part of Employee Handbook) 		

4.2.2 Carbon Monoxide		1/1
Who does this procedure apply to? Employees who arrange for the servicing and maintenance of appliances, pipe work and flues.		Employees ✓ Customers ✓
What is this procedure for? To ensure that a process exists for servicing and maintaining appliances, pipe work and flues.		
Competency	<ul style="list-style-type: none"> Assets Team members responsible for gas, oil, LPG and solid fuel safety shall complete safety training, including Gas Safety training. Heating Contractors to be Gas Safe registered. 	
Responsibilities Assets team Contractors Residents	Process <ul style="list-style-type: none"> The Assets Team are responsible for ensuring annual safety checks of appliances and pipe work installed in Victory's homes and offices are carried out. Contractors shall carry out these important safety checks, managed by the Assets Team. The servicing of Gas, Oil, LPG and Solid Fuel appliances shall be carried out each year to make sure that all appliances and flues are working safely and ensure there is adequate ventilation for the appliances to run correctly. The servicing and safety check of Gas appliances is a requirement under the Gas Safety (Installation and Use) Regulations 1998 and under this Victory shall: <ul style="list-style-type: none"> Only use Gas Safe registered engineers to carry out work on gas installations; Not allow a gas appliance to be used if we suspect it's unsafe or not properly ventilated; Undertake an annual safety check on pipe-work and the appliances it owns; Maintain records of all inspection defects and actions taken; Provide customers with records of gas servicing or safety checks. Residents shall be responsible for allowing reasonable access to complete annual safety checks. 	
Documentation	<ul style="list-style-type: none"> Homes Policy: section 13 Gas Safety Policy Gas Safety (Installation and Use) Regulations 1998 	
Monitoring and Audit	<ul style="list-style-type: none"> Via Assets Department process 	
Guidance <ul style="list-style-type: none"> http://www.hse.gov.uk/gas/domestic/co.htm 		

4.2.3 Dogs / Animals		1/2
Who does this procedure apply to? Any employee who may come into contact with dogs or other animals, during their work, and their manager.		Employees ✓ Customers ✓
What is this procedure for? To ensure the risks from dogs and other animals are properly identified and that there are adequate safety controls in place.		
Competency	<ul style="list-style-type: none"> N/A 	
Responsibilities Housing Team Line manager Employee Residents	Process <ul style="list-style-type: none"> When a resident or service user is known to own or be associated with a potentially dangerous dog/animal this information will be communicated via the addition of a security alert to the Civica system. When an employee is due to visit a resident or service user who is known to own or be associated with a potentially dangerous dog/animal and the employee is uncomfortable with the situation or feels threatened, they will arrange to meet the resident/service user without the dog/animal at the office or another location. When a resident or service user will not agree to meeting without their dog/animal the employee will discuss the risks with their line manager assess the risks and agree a plan of action. If necessary the employee will stop face-to-face meetings with the resident/service user and communicate by telephone/email instead. When an employee feels threatened by the presence of a dog/animal they shall ask the owner to keep it under control or remove it. If the owner does not comply with this request the employee should assess their situation and withdraw if they feel uncomfortable or threatened. If an employee is threatened or attacked by a dog/animal they should withdraw from the situation to a place of safety as quickly as possible and raise the alarm immediately by calling 999. If necessary the employee should seek medical attention. When an incident has occurred the employee shall report this to their line manager immediately, formally record the incident as an IANM and request that a security alert is added to the Civica system if one does not already exist (by starting a security alert process). Residents who are known to have a dangerous dog/animal(s) shall be informed that they are in breach of their tenancy agreement and are liable to face action if they do not remove the dog/animal(s) from the premises. Residents are responsible for seeking permission to keep animals and responsible for keeping their animals under control. 	
Documentation	<ul style="list-style-type: none"> Risk assessments Security Alert Referral 	

4.2.3 Dogs / Animals		2/2
Monitoring and Audit	<ul style="list-style-type: none"> • N/A 	
Guidance <ul style="list-style-type: none"> • Security Alert Procedure 		

4.2.4 Weather conditions		1/1
Who does this procedure apply to? Employees and others who may be at risk due to adverse weather conditions.		Employees✓ Customers✓
What is this procedure for? To ensure that weather conditions are assessed and actions taken to reduce and/or manage risks.		
Competency	<ul style="list-style-type: none"> N/A 	
Responsibilities Employees Line manager Facilities team Housing Team Customer Services Team	Process <ul style="list-style-type: none"> When travelling or working outside employees must assess the weather to determine if work/travel can be completed safely with regard to the forecast/prevaling weather conditions. High wind, snow, heavy rain, ice and fog may be reasons for a journey or work to be postponed and employees should refer to Victory Policy and procedures for guidance. If the forecast/prevaling weather conditions are likely to increase the risk to employees or others the employee should discuss the risks with their line manager and agree any precautions. When adverse weather is forecast or experienced line managers and employees should consider if journeys or outside work are necessary or if other arrangements can be made (telephone calls, video conferencing, postponing activities etc.). When a journey or outside work needs to be undertaken and the forecast/prevaling weather conditions are likely to increase risk to employees or others, the employee shall take action to manage/reduce such risks i.e. move work undercover, opt for the train instead of a car, allow additional travelling time etc. When travelling or working outside in inclement weather the employee shall keep their line manager or a colleague advised of their location. Victory shall engage competent contractors to carry out gritting at both Tom Moore House and the sheltered schemes. This will be based upon a pre-defined plan for each location the Met Office weather forecast and Norfolk County Council Highway Department guidance. The Facilities Team shall be responsible for Tom Moore House whilst the Housing Team shall manage the sheltered schemes (with support from the Customer Services Team). 	
Documentation	<ul style="list-style-type: none"> Risk Assessments Adverse Weather and Travel Disruption Policy Tenancy & Neighbourhood Policy Winter Ground Treatment Policy - TMH 	
Monitoring and Audit	<ul style="list-style-type: none"> The performance of contractors who provide gritting services shall be monitored by the Facilities Team and Housing Team (with Support from the Assets Team) for their respective areas. 	
Guidance <ul style="list-style-type: none"> Winter Ground Treatment Policy - TMH Adverse Weather and Travel Disruption Policy 		

4.2.5 Fire		1/2
Who does this procedure apply to? Employees and service users.		Employees✓ Customers✓
What is this procedure for? To ensure that the risks of fire are adequately identified, and that fire management procedures are implemented and practiced.		
Competency	<ul style="list-style-type: none"> Those carrying out fire risk assessments and inspections shall be competent to do so. Fire safety awareness training will form part of the health and safety induction. Assets and Housing Teams will complete job specific fire and emergency training. 	
Responsibilities Assistant Director of Assets Assistant Director of Housing Assets Manager (pre contract & compliance) Construction Programme Manager Assets Team Anti-Social Behaviour & Communities Manager Housing Team; TMH Safety Team Facilities team Fire Marshals	Process <ul style="list-style-type: none"> The Assistant Director of Assets shall ensure that a Fire Risk Assessment (FRA) is carried out (and regularly reviewed) for all communal areas of sheltered schemes and tenanted and leased properties. The Assets Managers are responsible for ensuring that any recommendations are implemented. The TMH Safety Team shall ensure that a FRA is carried out (and regularly reviewed) for Tom Moore House and any recommendations are implemented. The Assets Team is responsible for managing the fire risks and controls for Victory housing stock and their policies and procedures shall apply. <p>The Anti-Social Behaviour & Communities Manager shall ensure that regular fire safety housekeeping inspections are conducted to ensure communal areas to tenanted and leased properties are clear. Any issues will be dealt with by the Housing Team or reported to the Assets Team for further investigation/action.</p> <ul style="list-style-type: none"> The TMH Safety Team shall monitor the provision of fire marshals and ensure an adequate provision is available at Tom Moore House. The TMH Safety Team shall ensure that the names of the fire marshal(s) are displayed on the health and safety notice board and available on the intranet. The fire marshal(s) are responsible for regularly monitoring the fire escape routes and exits, ensuring that sources of ignition are controlled, and ensuring that flammable substances are minimised and adequately stored at Tom Moore House. The Housing Team is responsible for monitoring fire safety precautions at the sheltered schemes The Assets Team are responsible for ensuring that fire safety equipment at the sheltered schemes is regularly inspected and maintained. <p>The Facilities Team is responsible for ensuring that fire safety equipment at Tom Moore House is regularly inspected and maintained.</p>	

	<p>Process continued</p> <ul style="list-style-type: none"> • Fire marshals shall carry out a weekly fire alarm test and annual evacuation drills at Tom Moore House. Records of these will be kept in the Site Fire Log Book. • The Assets Team shall carry out a weekly test of fire alarms where fitted at sheltered schemes and general needs premises. Records of these will be kept in the Site Fire Log Book.
Documentation	<ul style="list-style-type: none"> • Homes Policy / section 5 Fire Safety Policy • Fire Risk Assessment for each building • Site Fire Log Book
Monitoring and Audit	<ul style="list-style-type: none"> • The Assistant Directors shall be responsible for monitoring fire risk assessments and ensuring these are completed and complied with • Annual SMS Audit
<p>Guidance</p> <ul style="list-style-type: none"> • http://www.hse.gov.uk/toolbox/fire.htm 	

4.2.6 Abuse, Intimidating Behaviour and Violence		1/2
Who does this procedure apply to? All employees who may be exposed to the risk of abusive, intimidating or violent behaviour in the course of their work, and their manager.		Employees ✓
		Customers
What is this procedure for? To minimise the risk to employees from acts of abuse, intimidation or violence from residents or others, including verbal and physical assault.		
Competency	<ul style="list-style-type: none"> All relevant employees shall complete the Dealing with Difficult and Abusive People training session Housing and Assets Team shall complete the Lone Working training session 	
Responsibilities Assistant Directors Line manager Housing Team Assets Team Customer Services Team	Process <ul style="list-style-type: none"> All incidents of abuse, intimidation, violence or aggression to employees shall be reported to a manager or Assistant Director. When residents are known to be abusive, intimidating or violent this information will be recorded and shared with staff and contractors. A zero-tolerance approach to abuse and violence shall be maintained and residents who are abusive, intimidating or violent may be subject to eviction. When an employee is planning to meet a resident or service user they are not familiar with they shall check security alerts on the Civica system for any record of violent or abusive behaviour. When a resident is known to be abusive, intimidating or violent they may be banned from personal contact or required to attend meetings at Victory premises, where the Assistant Director shall ensure back-up staff are available to control the situation. Where an activity/visit is planned with the potential for increased risk of abuse, intimidation or violence the employee will raise with a line-manager and deal with as appropriate and liaise with other teams and agencies as necessary. Employees shall continually assess their situation when working away from the office with residents, service users or others. Should an employee feel uneasy or threatened they should promptly withdraw from the situation and report the incident to their line manager. In the event that an employee is subject to abuse, intimidation or violence they should withdraw from the situation to a place of safety, raise the alarm immediately by dialling 999 and use their lone working device. Employees should never respond to abuse, intimidation or violence and should always remove themselves from any such situation immediately. When out of office lone working is undertaken the employee shall use the Guardian 24 monitoring system or make arrangements to contact a colleague and keep them apprised of their status. 	








































	<p>Process continued</p> <ul style="list-style-type: none"> • All employees who frequently work alone (out of the office environment) shall adhere to the Lone Working Risk Assessment (within the 'Victory Risk Assessment – Routine Office Environment & Routine Workplace Activities), following the Lone Working Procedure and complete Lone Working Training as per the Mandatory Training Schedule. • The line manager shall ensure that any actions/issues identified through the assessment are resolved.
Documentation	<ul style="list-style-type: none"> • Victory Risk Assessment – Routine Office Environment & Workplace Activities • Lone working Procedure
Monitoring and Audit	<ul style="list-style-type: none"> • During one-to-one meetings • Annual SMS audit
<p>Guidance</p> <ul style="list-style-type: none"> • http://www.hse.gov.uk/toolbox/workers/lone.htm • http://www.suzylamplugh.org/ • Victory Risk Assessment – Routine Office Environment & Workplace Activities • Contact Security Alerts Procedure • Contact Alerts for Contractors Procedure 	

4.2.7 Biological Hazards, Sharps and Infectious Disease		1/1
Who does this procedure apply to? Employees who may be exposed to biological hazards, such as needlestick injuries, contact with biological matter (human/animal faeces, human bodily fluids) or contaminated water containing Leptospira and their manager.		Employees ✓ Customers
What is this procedure for? To prevent employees from being exposed to pathogens and/or injuries from sharps in the course of their work.		
Competency	<ul style="list-style-type: none"> Housing and Assets Teams shall complete Needlestick and Sharps Awareness training 	
Responsibilities Assistant Directors Line manager Housing Team Assets team	Process <ul style="list-style-type: none"> The risks arising from biological hazards, sharps and Leptospira (where applicable i.e. employees coming into contact with rubbish which may have been contaminated by rat urine) shall be explained during induction training and Needlestick and Sharps Awareness training. Line managers shall ensure that employees are aware of the risks arising from used hypodermic needles, typical places these may be found and how to protect themselves. Employees shall report unplanned contact with biological pathogens as an incident under the accident/incident reporting system. The line manager will ensure that appropriate handling equipment and PPE are available to minimise the risk from biological pathogens. When entering properties that are in an unhygienic condition employees shall use shoe covers (and dispose of these afterwards), they will assess the condition of the property and withdraw if necessary. Employees who enter unhygienic properties shall have available antibacterial hand cleaner/ wipes. When a property is known to be in an unhygienic condition the employee shall arrange to meet the resident at the office or make contact by telephone/email. Employees can make a request via HR if they (voluntarily) wish to be vaccinated against the Hepatitis B virus and be supported with associated costs. 	
Documentation	<ul style="list-style-type: none"> Risk Assessments Incident, Accident and Near Miss report form 	
Monitoring and Audit	<ul style="list-style-type: none"> Annual SMS audit 	
Guidance <ul style="list-style-type: none"> http://www.hse.gov.uk/healthservices/needlesticks/actions.htm 		

4.2.8 Manual Handling		1/2
Who does this procedure apply to? Any employee who may undertake hazardous manual handling tasks as part of their job, and their manager.		Employees✓ Customers
What is this procedure for? To minimise the risk of injury to employees carrying out manual handling operations.		
Competency	<ul style="list-style-type: none"> Employees who carry out manual handling that may be hazardous shall complete manual handling training 	
Responsibilities Assistant Directors Line managers Employees	Process <ul style="list-style-type: none"> Manual handling tasks are to be divided in to two categories: <ul style="list-style-type: none"> Type 1 - Foreseeable hazardous handling tasks – this is a handling task that can be foreseen to have the potential for injury, and are a regular part of work, i.e. lifting bags of rubbish or stationery supplies; Type 2 – Unusual hazardous handling tasks – this is unusual / unexpected handling tasks that occur occasionally and is not a part of routine work. A different approach is to be used for each type of task, as follows: <p>Type 1 Tasks: Employees are trained to carry out task based assessment (TILE assessment technique) and apply good handling practices and techniques. They shall use this process to assess manual handling tasks.</p> <p>Type 2 Tasks: Employees refer the task to their manager for specific risk assessment to decide upon a safe method of handling based upon guidance, good handling practices and techniques.</p> <ul style="list-style-type: none"> When a manager assesses manual handling tasks with a significant risk of injury avoidance (where reasonably practicable) shall be the preferred option. All employees who carry out lifting and handling (that may be hazardous) shall refresh their training annually. 	
Documentation	<ul style="list-style-type: none"> Risk Assessments Victory Risk Assessment - Routine Office Environment & Workplace Activities TILE assessment technique 	
Monitoring and Audit	<ul style="list-style-type: none"> Line manager observations 	

Guidance

- TILE assessment technique
- <http://www.hse.gov.uk/msd/manualhandling.htm>

TILE	Identify Hazards	Select Options Preferred:  Acceptable:  Not Acceptable: 
Task	<ul style="list-style-type: none">  Holding loads away from the body  Twisting  Reaching upwards  Long carrying distances  Repetitive actions  Large vertical movements  Strenuous movements  Insufficient recovery periods  A work rate posed by the process  Poor posture  Time constraints  Other 	<ul style="list-style-type: none">  Use handling equipment  Reduce load  Multi-person lift  Adjust or resize load  Set-down and adjust  Reorganise process  kinetic lifting training  kinetic lifting techniques  Take rest breaks  None of the above options suitable for the task
Individual	<ul style="list-style-type: none">  Physical capability  Competency  Previous injuries  Expectant mother risks  Other 	<ul style="list-style-type: none">  Use handling equipment  Reduce load  Multi-person lift  Reorganise process  Expectant mother risk Assessment  kinetic lifting training  kinetic lifting techniques  Take rest breaks  None of the above options suitable for the individual

TILE	Identify Hazards	Select Options Preferred: ● Acceptable: ● Not Acceptable: ●
Load	<ul style="list-style-type: none"> ⚠ Heavy or difficult to move ⚠ Unstable or unpredictable ⚠ Bulky or difficult to handle ⚠ Difficult to grip ⚠ Harmful to grip (e.g. hot or sharp) ⚠ Other 	<ul style="list-style-type: none"> ● Use handling equipment ● Reduce load ● Multi-person lift ● Re-package load ● Adjust or resize load ● Wear gloves ● kinetic lifting training ● kinetic lifting techniques ● None of the above options suitable for the load
Environment	<ul style="list-style-type: none"> ⚠ Constraints on posture ⚠ Poor floor / surface conditions ⚠ Variations in floor levels ⚠ Hot / cold / humid conditions ⚠ Strong air movements ⚠ Poor lighting / visibility ⚠ Other 	<ul style="list-style-type: none"> ● Use handling equipment ● Reduce load ● Multi-person lift ● Clear working area and access route ● kinetic lifting training ● kinetic lifting techniques ● Assess weather conditions ● None of the above options suitable
Outcome	<ul style="list-style-type: none"> ● Proceed with selected options ● Double check if preferred options can be used; proceed with selected options ● Do not proceed; report to line manager; task specific risk assessment to be done 	

4.2.9 Display Screen Equipment		1/1
Who does this procedure apply to? Any employee who uses display screen equipment (DSE) as part of their work, and their manager.		Employees ✓ Customers
What is this procedure for? To minimise the risk of injury to employees from DSE.		
Competency	<ul style="list-style-type: none"> All employees shall complete DSE Training and self-assessment. 	
Responsibilities Assistant Director Line manager Employee Facilities Team HR	Process <ul style="list-style-type: none"> The Assistant Director shall ensure that the DSE assessment process is complied with in their departments. Initial DSE assessment is undertaken via the on-line DSE Training and Assessment package. The line manager shall instruct new employees, during induction, how to log in to the on-line system and carry out a DSE self-assessment. HR shall register new employees on the online DSE assessment system. Once the on-line assessment is completed, any issues will be reported and alternative equipment and advice will be arranged or the matter escalated to their line manager as necessary. Where employees subsequently have an issue with their DSE they should inform their line manager who will provide advice or alternative equipment and/or escalate as necessary. Should the line manager be unable to resolve an issue they shall refer the matter to HR who may seek advice and guidance from an occupational health specialist. If necessary the specialist will be engaged to undertake further assessment and make recommendations. All workstations can be adjusted to suit personal preferences. If there is significant change to the working environment employees shall reassess their DSE within 2 weeks of the change. All DSE users shall review their assessment annually by completing the online DSE assessment package. The online DSE assessments will be issued to all staff annually; this is co-ordinated by HR. Employees shall assess all DSE including remote/home based workstations, laptops and tablets. 	
Documentation	<ul style="list-style-type: none"> DSE training and self-assessment Record of employees who have undertaken DSE training and self-assessment 	
Monitoring and Audit	<ul style="list-style-type: none"> Annual SMS audit 	
Guidance <ul style="list-style-type: none"> http://www.hse.gov.uk/msd/dse/ 		

4.2.10 Working at Height – Stepladders and Ladders		1/1
Who does this procedure apply to? Employees who may use a stepladder or ladder as part of their work and their managers.		Employees ✓ Customers
What is this procedure for? To ensure the use of stepladders and ladders is properly planned and these are used by competent persons and properly maintained.		
Competency	<ul style="list-style-type: none"> All employees likely to work at height shall undertake work at height training to ensure they understand the equipment and pre-use checks. 	
Responsibilities Assistant Directors Assets team	Process <ul style="list-style-type: none"> Employees who use stepladders and ladders shall carry out a situational risk assessment to decide whether the task can be carried out safely taking into account whether the stepladder or ladder: <ul style="list-style-type: none"> can be set-up correctly is tall enough to reach the required height will be stable enough Should, after assessing the situation, the employee decide that the task cannot be carried out safely they will inform their line manager. The line manager shall carry out a task specific risk assessment to establish if a safe method of access/working. Employees shall check work at height equipment before use to ensure that it is in good working condition and not damaged in any way. The Assistant Director shall ensure that all equipment for work at height (stepladders, ladders etc.) is recorded and formally inspected by a competent person at six-monthly intervals. Dates of these inspections are to be entered on the register. Asset numbers are to be indelibly marked on each item. Items failing inspection are to be disposed of. 	
Documentation	<ul style="list-style-type: none"> Work at height equipment register Risk Assessments Victory Risk Assessment – Routine Office Environment & Workplace Activities 	
Monitoring and Audit	<ul style="list-style-type: none"> Six monthly inspection of ladders and stepladders Annual SMS audit 	
Guidance <ul style="list-style-type: none"> http://www.hse.gov.uk/work-at-height/index.htm http://www.hse.gov.uk/work-at-height/types-of-equipment.htm 		

4.2.11 Home Working		1/1
Who does this procedure apply to? All employees who may work from home as part of their work, and their manager.		Employees✓ Customers
What is this procedure for? To ensure that employees are able to work from home safely.		
Competency	<ul style="list-style-type: none"> Home workers shall have completed the DSE on-line training and self assessment (See 'Display Screen Equipment' – 4.2.9) and be able to set up their home workstation safely. 	
Responsibilities Assistant Directors Employees Line managers	Process <ul style="list-style-type: none"> Employees who work from home shall be responsible for ensuring that they complete a DSE assessment for their home work station. This shall be reviewed annually or following a significant change to equipment or furniture. This requirement shall not apply to those who work at home occasionally using mobile computing equipment. By the nature of home-working the employee shall work under minimal supervision and be responsible for their workload and schedule. The employee, as the person responsible for the premises shall maintain these in a safe condition with regard to their own health. Victory shall provide the information and communication equipment necessary to perform the work (no personal equipment will be used) The employee shall provide an appropriate chair and work surface and shall maintain these in a safe condition. The employee has an obligation to ensure that they take reasonable care not to harm themselves or others and line-managers reserves the right to check the employee's home work areas for health and safety purposes. The need for such inspections will depend on the frequency the employee is working from home and the nature of the work undertaken. Employees will be contactable at home whilst working by the line manager and other employees. Employees will not invite other members of staff or customers to their home for business meetings. Any specific health and safety issues should be identified and dealt with by the employee and their line manager prior to lone working commencing. If a work related accident or injury occurs while working at home, the employee must notify their line manager without delay to allow an investigation to take place. In these circumstances, the Incident, Accident and Near Miss reporting procedure should be followed. 	
Documentation	<ul style="list-style-type: none"> On-line DSE assessment Agile Working Guide / Home working consent form Incident Accident & Near Miss Form 	

Monitoring and Audit

- N/A

Guidance

- <http://www.hse.gov.uk/toolbox/workers/home.htm>

4.2.12 Electricity		1/1
Who does this procedure apply to? Employees, customers and people visiting or using Victory premises.		Employees ✓ Customers ✓
What is this procedure for? To ensure that the risk arising from premises and equipment electrical systems are controlled and managed.		
Competency	<ul style="list-style-type: none"> All electricians undertaking work for Victory shall be competent and registered with NICEIC 	
Responsibilities Assistant Directors Assets Manager (Pre-contract & Compliance) Facilities Team Residents	Process <ul style="list-style-type: none"> The Assistant Director of Assets is responsible for ensuring that the Electrical Safety (Fixed Electrical Installations) Policy is implemented, monitored and reviewed. The Assets Manager (Pre-contract & Compliance) is responsible for day-to-day electrical safety including arranging for the testing of portable appliances at sheltered schemes and the maintenance of records. The Facilities Team is responsible for electrical safety at Tom Moore House and shall arrange for the testing of portable appliances and the maintenance of records. Victory will undertake periodic electrical installation inspections to of all of its properties. Each inspection will be completed within the timeframe recommended by the preceding certificate . Residents shall be responsible for reporting repairs or issues relating to electrical systems or Victory provided equipment. 	
Documentation	<ul style="list-style-type: none"> Homes Policy: section 12 Electrical Safety (Fixed Electrical Installations) Policy 	
Monitoring and Audit	<ul style="list-style-type: none"> Victory shall ensure that a sample of completed electrical inspections is checked by an independent organisation to ensure technical compliance. 	
Guidance <ul style="list-style-type: none"> http://www.hse.gov.uk/electricity/ http://www.hse.gov.uk/pubns/indg236.pdf Intervals for checking Portable Elec. Equipment – Sheltered Schemes Intervals for checking Portable Elec. Equipment – Tom Moore House 		

4.2.13 Lifts, Hoists and Stair Lifts		1/1
Who does this procedure apply to? Employees, customers and people visiting or using Victory premises.		Employees ✓ Customers ✓
What is this procedure for? To ensure that the risk arising from lifts, hoists and stair lifts are controlled and managed.		
Competency	<ul style="list-style-type: none"> All persons undertaking work for Victory on lifts, hoists and stair lifts shall be competent and trained to the relevant industry standard 	
Responsibilities Assistant Director of Assets Facilities Team	Process <ul style="list-style-type: none"> The Assistant Director of Assets is responsible for ensuring that lifts, hoists and stair lifts are monitored and maintained where Victory are the responsible duty holder. The Facilities Team is responsible for lift safety at Tom Moore House. Victory shall use a competent engineer to carry out testing and inspection as per the Lifting Operations & Lifting Equipment Regulations 1992 (LOLER). The Assistant Director of Assets / Facilities Team shall ensure that any organisations undertaking statutory inspection of lifting equipment are competent to do so (See Control of Contractors). Assistant Director of Assets / Facilities Team shall ensure that records of inspections are maintained, and that any actions identified by the inspecting engineer are responded to within appropriate timescales. 	
Documentation	<ul style="list-style-type: none"> Inspection and maintenance records 	
Monitoring and Audit	<ul style="list-style-type: none"> Scheduled inspection 	
Guidance		
<ul style="list-style-type: none"> http://www.hse.gov.uk/work-equipment-machinery/loler.htm 		

4.2.14 Water Safety including Legionella		1/1
Who does this procedure apply to? Employees, customers and people visiting or using Victory premises.		Employees ✓ Customers ✓
What is this procedure for? To ensure that the risk arising from legionella are controlled and managed.		
Competency	<ul style="list-style-type: none"> All persons undertaking work for Victory on water systems shall be competent and trained to the relevant industry standard. 	
Responsibilities Assistant Director of Assets Facilities Team	Process Housing Stock <ul style="list-style-type: none"> The Assistant Director of Assets is responsible for ensuring that the Legionella Management Policy (section 4 of the Homes Policy) is implemented, monitored and reviewed. Office Premises <ul style="list-style-type: none"> The Facilities Team responsible for the safety of water system(s) at Tom Moore House The Facilities Team shall use a competent contractor to maintain, inspect and test the water system(s). Log book The Facilities Team who will ensure that maintenance, inspection and testing records maintained, and that actions identified by the contractor are responded to within appropriate timescales 	
Documentation	<ul style="list-style-type: none"> Scheme(s) for Legionella management Legionella Management Policy (section 4 of the Homes Policy) 	
Monitoring and Audit	<ul style="list-style-type: none"> As per the Homes Policy: Section 4 - Legionella Management Policy 	
Guidance <ul style="list-style-type: none"> http://www.hse.gov.uk/legionnaires/ 		

4.2.15 Asbestos Containing Materials		1/1
Who does this procedure apply to? Employees, customers and people visiting or using Victory premises.		Employees ✓ Customers ✓
What is this procedure for? To ensure that the risk arising from asbestos containing materials are controlled and managed.		
Competency	<ul style="list-style-type: none"> The Assets Team and Housing Team shall complete Asbestos awareness training All persons undertaking work for properties shall be competent and trained to the relevant industry standard 	
Responsibilities Assistant Director of Assets Employee Safety Group	<p>Process</p> <p>Housing Stock</p> <ul style="list-style-type: none"> The Assistant Director of Assets is appointed as the Asbestos Manager and shall ensure that the Asbestos Management Policy (section 3 of the Homes Policy) is implemented, monitored and reviewed. <p>Office Premises</p> <ul style="list-style-type: none"> Tom Moore House is a recent build and is unlikely to contain any ACM's. Should office premises be used in the future that are likely to contain ACM's the Employee Safety Group shall ensure that adequate investigations are undertaken and controls are implemented. 	
Documentation	<ul style="list-style-type: none"> Asbestos Management Plans for Victory premises Asbestos Management Policy (section 3 of the Homes Policy) 	
Monitoring and Audit	<ul style="list-style-type: none"> As per the Asbestos Management Policy Mandatory Training Schedule 	
Guidance		
<ul style="list-style-type: none"> http://www.hse.gov.uk/asbestos/ 		

Appendix 1 **Links to Victory Policies**

- [Health and Safety Policy](#)
- [Customer Care Policy](#)