Health and Safety

Version: 4.3

"Through the way we work and behave, all our residents, staff and stakeholders will be protected, as far as is reasonably possible, from the risks of injury or ill health caused through the Trust's operations."

Document Owner: Executive Director of Homes and Investment

See also: **Aggressive or unacceptable behaviour policy and procedure**

Aggressive or unacceptable behaviour incident Form

Fire & and Emergency Procedure & and Fire Wardens Duties Policy

CDM Procedure

Date last reviewed: July 2026

Date due for next review: July 2027

This Policy will be applied in a way that will not discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. It applies to all staff.

Version number	Amendment	Amended by	Date
Version 1.1	Added responsibilities and arrangements sections.	M. Newstead	May 2019
Version 2.0	Complete review of the document to add more information relating to arrangements.	S. Gerring UKHSE	December 2021
Version 3.0	Addition of information relating to Sharps, inclusion of responsibilities at all levels within the organisation, Accident Reporting & Investigation, Communication Channels, Consultation process, Ref to CDM Regulation, First Aid, Personal Protective Equipment (PPE), Stress and Mental Wellbeing, Travel for Work, Violence & Aggression, Workstations & Display Screen Equipment.	S. Gerring UKHSE	January 2023
Version 4.0	Amendments to fire safety (section 20) to include Electrically Powered Personal Vehicles (EPPV's)	S. Gerring UKHSE	12/2/24
Version 4.1	Change to external H&S Advisor, references to Staff Forum updated. Inclusion of reference to competency matrix in section 3.2. Inclusion of the Health & Safety Strategy in section 13.3.	S. Gerring Crystal Safety	26.2.25
Version 4.2	Amendments to the statement of intent, section 1.	S. Gerring Crystal Safety	8.7.25
Version 4.3	Annual review – sections 8.2, 12.1, 14.3 and 27.4, replacement of reference to the Property Services Director with Executive Director of Homes and Investment	S. Gerring Crystal Safety	1.7.26

1. Statement of intent

It is Newlon's policy to ensure, as far as is reasonably practicable, the health, safety and welfare of all staff while at work, of residents as far as that is our responsibility and of others during their dealings with Newlon.

It is also Newlon's policy to comply with the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999, Construction (Design and Management) Regulations 2015 and with all other relevant health and safety legislation and to keep abreast of and respond to changes in the law and good practice.

In order to meet our obligations, we have made the following commitments:

- To maintain legal standards of health and safety across all our premises including communal residential areas of properties which we own or manage.
- To identify health and safety risks and put in place systems and practices to remove or minimise these risks.
- To ensure that standards, systems and practices are communicated to employees, Board members, temporary and contract staff, members of the public and residents as appropriate and that they are adhered to.
- To monitor the performance of partners, contractors, agents and others working on behalf of Newlon to ensure that they are meeting their health and safety obligations.
- To ensure that staff and residents are appropriately consulted and involved in discussions of health and safety matters.
- To ensure that all staff have the necessary training, knowledge, skills, equipment and supervision to carry out their roles in safety.
- To monitor the implementation of this policy, discuss it at Board level annually, and revise it as necessary.

These commitments are supported by a comprehensive Health and Safety Policy.

Further copies of the policy can be obtained by calling our Head Office on 020 7613 8080, by emailing us at customerservice@newlon.org.uk or on our website at www.newlon.org.uk.

Signed:



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Ruth Davison, Group Chief Executive

2. Awareness

“All our staff, contractors, stakeholders and residents, wherever appropriate, have an awareness and understanding of health and safety hazards and risks that affect our business.”

Health and Safety policy statement

2.1 Newlon will ensure all our staff, contractors and stakeholders are aware of this policy and committed to its effective implementation. We will also publicise our policy to our residents and make it easily accessible to them.

2.2 All staff will be required to sign the **acknowledgement of health and safety responsibilities** to confirm that they have read and understood this document.

Communication and consultation

2.3 There will be active open communication and consultation between all our staff, contractors, stakeholders and residents. Health and safety will be integrated into our communications wherever appropriate.

2.4 Formal processes for engagement of staff are through the Staff Forum and the Health and Safety Working Group.

3. Competence

“All our staff, contractors and stakeholders have the necessary competence to undertake their work with minimum risks to health and safety.”

Health and Safety training

3.1 All our staff will be adequately instructed and trained on the health and safety issues that affect them, and the safe working practices that should be followed.

3.2 Competency requirements for roles are defined on the health and safety competency matrix.

3.3 We will require our contractors and stakeholders to demonstrate their health and safety competence.

Behaviour and culture

3.4 Senior management will demonstrate leadership in health and safety. Senior management will ensure that health and safety issues are identified, assessed and managed. Systems will be in place and staff, residents, contractors and stakeholders will be empowered to raise health and safety concerns with management.

4. Compliance

“Our work activities achieve compliance with legislation, and our staff are empowered to take action to minimise health and safety risks.”

Incident investigation

4.1 We will report and investigate accidents, incidents and near misses to drive improvement in our health and safety management. Any lessons learned from such events will be used to take corrective action to prevent recurrences.

Measuring performance

4.2 We will actively and openly, review and report on our health and safety performance against published objectives and targets. Improvement plans will be developed to support the delivery of these objectives and targets.

Health and Safety management system

4.3 We will implement management systems to ensure we:

- Comply with health and safety legislation.
- Fulfil the requirements of HSG65.
- Continually monitor and seek to improve our health and safety performance.

Contractor improvement

4.4 We will engage and collaborate with our contractors to ensure their:

- Health and safety capability and competence fulfil our expectations.
- Health and safety performance is monitored and reviewed.
- Work activities have minimal health and safety impacts on our activities.

5. Excellence

"Newlon aims for excellence in the way it manages health and safety."

Developing innovative practices

5.1 We will constantly encourage, develop, review and share "health and safety good practice" both internally and externally.

Influencing stakeholder

5.2 We will seek to only work with partners who are willing to meet and achieve our health and safety expectations.

5.3 We will engage and influence stakeholders to drive improvements in health and safety.

Work-related health

5.4 We will assess our occupational health risks. All our staff will be informed of the occupational health risks that affect their work. We will take action to prevent, reduce or control occupational health risks to an acceptable level and reduce the potential for ill health, including assessing all our employee's fitness for work.

Delivering our policy

5.5 Our policy will be delivered by:

- Generating a culture that does not tolerate threats to health and safety.
- Ensuring the real involvement of all our staff, residents, contractors and stakeholders.

5.6 We have created a matrix that explains how this policy will be delivered in relation to specific hazards and across different operational teams within Newlon

6. Policy review

6.1 This policy has immediate effect and replaces all previous versions. This policy will be reviewed and amended, as necessary, and as a minimum annually.

Organisational responsibilities

7. Governance responsibilities

7.1 The Group Chief Executive and the Board of Newlon has overall responsibility for ensuring the health and safety of its staff, residents, contractors and members of the public affected by its operation so far as is reasonably practicably possible. There are a substantial amount of duties most of which will be delegated across the organisation. The Group Chief Executive and the Board are responsible for ensuring the following duties are carried out effectively to:

a) Ensure adequate resources are available so that Newlon can deliver its health and safety obligations.

b) Ensure Newlon has competent advice in place on health and safety.

c) Ensure that Committees and Executive Directors, act so as to adequately control hazards and risks associated with Newlon's work activities under their control, in accordance with the requirements of relevant legislation.

d) Provide leadership in developing a positive health and safety culture within Newlon.

e) Set a policy framework and to set high level health and safety objectives and key performance measures.

f) Receive regular standing reports on health and safety and to formally evaluate, monitor and review health and safety arrangements and performance once a year.

g) Ensure Newlon consults with staff on health and safety of staff at work.

h) Ensure arrangements are in place for the welfare of staff.

i) Ensure that this and other health and safety policies, rules and procedures are communicated to all staff, contractors and residents where appropriate.

7.2 The Board has mandated Newlon's relevant Committees to take responsibility for the delivery of health and safety risk management. The Board receives quarterly reports from the Committees on health and safety matters within their oversight. The Committees themselves receive a standing report at each meeting on health and safety matters within their management. Newlon's Strategic Risk Register has been reviewed and health and safety risks broken down by individual Committees' areas of responsibility.

7.3 Operational risk maps have been formulated, reviewed and approved by relevant Committees. The risk maps list the current measures for preventing the risks from materialising and, if they do, mitigating their impact. The Committees broad areas of responsibility are set out below:

- **The People and Governance Committee** – staff and people employed by Newlon or its suppliers to carry out work on our behalf.
- **The Residents' Service Committee** – residents and public safety and wellbeing within Newlon's properties and estates.
- **The Development Committee** – health and safety matters relating to Newlon's development activities.
- **The Audit and Risk Committee** – monitors compliance with policy and the robustness and integrity of systems and reporting.

8. Directors' responsibilities

8.1 The Board and Committees have delegated responsibility for operational management of health and safety to Newlon Executive Team, who will set policies, procedures, objectives and targets to ensure legislative and policy compliance and delivery of the Board's objectives. The Executive Directors have delegated health and safety duties to undertake to ensure that all necessary health and safety activities, requirements and standards are undertaken and met within their respective areas of control. This will be done under the direction of the Group Chief Executive, who has ultimate responsibility.

8.2 The Executive Director of Homes and Investment will act as the 'Champion for Health and Safety' for Newlon and will be responsible for the effective implementation of this policy. They shall also co-ordinate and oversee work activities of the Health and Safety Working Group.

9. Managers' responsibilities

9.1 All Newlon managers or any member of staff with supervisory responsibilities will generally:

a) Implement the requirements of this policy in their areas of responsibility.

b) Ensure that risk assessments are in place for all activities undertaken in all areas and that professional knowledge and input is provided, as required and:

- Eliminate accident potential as far as is reasonably possible.

- Regularly review and update risk assessments as appropriate, including post-accident/assault or near miss incident.

- Conform to statutory regulations, codes of practice, guidance and to best practice.
- Take account of requirements of vulnerable groups, particularly young people, pregnant women, disabled people and older persons.

c) Ensure that health and safety is considered in routine meetings they organise with staff and contractors.

d) Identify any employee health and safety training needs within their team and provide adequate information, instruction, and supervision necessary to so far as reasonably practical ensure the health and safety of all persons under their control.

e) Ensure that any new staff under their management receive specific health and safety induction training, including the safe use and operation of any equipment. Required risk assessments, operating instructions and safe systems of work/method statements will be shared with the employee. Records of induction and use of equipment must be kept.

f) Take immediate appropriate action in respect of any work situation (including contractors) within their control, which they consider to pose a serious and immediate risk to health and safety.

g) Ensure that accident, incidents, near misses and ill health conditions are investigated in order to identify any measures necessary to prevent a recurrence and reported according to Newlon's procedures as well as legal requirements.

h) Ensure that the Executive Team are made aware of any breach of statutory regulations or unsafe practices which cannot be dealt with effectively by them.

i) Ensure that any contractors appointed are competent to carry out the proposed works. Contractors activities should be planned, managed and monitored in line with Newlon's polices.

j) Where contractors are operating at facilities under the control of Newlon, ensure they are provided with sufficient information to assess the risks and they provide suitable and sufficient risk assessments and method statements for the works.

k) Ensure that premises under Newlon's control are managed in line with health and safety requirements that statutory inspections of plant and equipment are undertaken and that site inspections take place at suitable intervals dependent on the working environment.

l) Ensure that all defective equipment or plant they are aware of is taken out of use until repaired or replaced.

m) Ensure that protective clothing or equipment is issued to and used by staff under their control when necessary.

n) Ensure that the areas of work they are responsible for are maintained to a high standard of housekeeping and that all necessary welfare facilities are in place e.g. toilets, washing facilities, and rest area. This includes welfare facilities for mobile workers.

o) Ensure a fire risk assessment and emergency evacuation plan are in place for all premises for which they are responsible, and that all staff are aware of the emergency procedure and testing and maintenance of all firefighting, fire protection, fire detection or suppression equipment and that it is carried out in line with statutory standards.

p) Respond appropriately to all hazards brought to their attention by staff.

q) Undertake any health and safety training courses, as deemed appropriate for their role by Newlon.

10. Staff responsibilities

10.1 All Newlon staff at work will take health and safety seriously and perform their work in such a way that does not place themselves or others at risk. Every employee has a duty to:

a) Take reasonable care for their own health and safety and that of other persons who may be affected by their acts or omissions.

b) Co-operate with Newlon, allowing it to fulfil its health and safety obligations.

c) Correctly use work equipment and personal protective clothing or anything provided by Newlon in the interests of health and safety.

d) Not interfere or misuse anything provided for their health, safety or welfare.

e) Provide specialist or professional knowledge required to complete risk assessments in their area of work.

f) Report any hazard, incident or malfunction to their manager. Staff must use all normal lines of internal communication before contacting external enforcement agencies.

g) Follow all written and verbal instructions they are given to ensure personal safety and the safety of others, particularly people with care and support needs who may not have sufficient understanding to have due regard for their own health and safety.

h) Use their professional and specialist knowledge and training to undertake dynamic risk assessments in difficult or emergency situations.

i) Be sensibly and safely dressed for their particular working conditions.

j) Conduct themselves at all times in an orderly manner in the workplace.

k) Avoid any improvisations or shortcuts that could create unnecessary risks to health and safety.

l) Maintain tools and equipment in good condition, reporting all defects to their manager.

m) Report all accidents, assaults, near miss incidents and suspected or confirmed work-related ill-health to their manager.

n) Attend appropriate health and safety training courses.

o) Have knowledge of all processes, materials and substances they use.

p) Have a thorough understanding of fire evacuation procedures, the positions of fire alarms and equipment.

q) Familiarise themselves with the risk assessments in their areas and comply with the control measures arising from them.

11. Health and Safety working group

11.1 The Health and Safety working group is a standing senior officer group. It is responsible for monitoring both health and safety performance/compliance and the development and delivery of Newlon's wide health and safety policy framework.

The members and role of the Health and Safety Working Group is defined within their **Terms of Reference.**

12. Contractors

12.1 It is the contractors' duty to plan, manage, monitor and coordinate works carried out on behalf of Newlon. They must make suitable provisions for the induction, instruction, training, supervision and welfare of their staff. Specific duties include:

a) All contractors will be expected to conduct themselves in a professional manner whilst working on behalf of Newlon.

b) Contractors will be expected to produce all required documentation before commencing work e.g. risk assessments, methods statements, permit to work. Documentation should be produced at pre-contract meetings although this may be generic at this stage. Specific task documentation should be available for viewing prior to commencement of work or at any stage during the process.

c) Any contractor found to be working in an unsafe manner will be asked to cease work and a senior manager from the relevant group organisation and the Executive Director of Homes and Investment should be contacted.

d) Contractors must be given all relevant documentation e.g. asbestos register before commencing works to ensure the safety of the worker, Newlon staff and service users.

e) Any contractor found to be working in an unsafe manner or breaching health and safety regulations will have their contract reviewed. In the interim period they may be asked to suspend works until such time that they are deemed competent to continue working for Newlon.

Arrangements for implementation

13. Introduction

13.1 The following arrangements will be adopted to ensure that the Group Chief Executive, Newlon Board and Committees, Directors, Assistant Directors and Senior Managers fulfil their responsibilities and provide the foundation for securing the health and safety of staff, and all users of Newlon sites.

Setting Health and Safety objectives

13.2 Newlon Board and Committees will set health and safety objectives as part of the annual business planning process and Key Performance Indicator (KPI) setting process.

13.3 The HSWG will prepare, implement and monitor a Health & Safety Strategy for the organisation. Providing reports to the Staff Forum and the Newlon Board.

13.4 Progress on health and safety matters will be reviewed by the Health and Safety working group and reported to the Newlon Executive team, relevant Committees and the Board as a standing agenda item.

Specific Health and Safety policies and procedures

13.5 Under the framework created by this policy, as necessary and appropriate, Newlon will formulate and adhere to a suite of health policies and procedures. These specific policies and procedures will focus on arrangements addressing the risks for discrete areas of work.

The Health and Safety working group will maintain an overview of health and safety policies and procedures, ensuring polices are current and suitable and sufficient.

14. Accident reporting and investigation

14.1 All accidents, regardless of severity should be immediately reported to a manager – who shall then deal with the accident in the appropriate manner and record the details on the **Accident, Incident and Near Miss reporting form** that must be emailed to **HSincidents@newlon.org.uk.**

14.2 Incidents involving aggressive or abusive behaviour by residents should be dealt with in accordance with Newlon's **Aggressive or unacceptable behaviour policy and procedure** and reported using the **Aggressive or unacceptable behaviour incident form**. As well as reporting incidents to the Enforcement Team brief details should also be sent to **HSincidents@newlon.org.uk.**

14.3 Death or Specified injury (to an employee, contractor, resident or member of the public) as defined by RIDDOR, should be reported to Executive Director of Homes and Investment or other Executive Director without delay. The Executive Director will be responsible for ensuring the HSE are informed without delay (by telephone **0345 300 9923** or online **extranet.hse.gov.uk/**).

14.4 For further information, refer to the **Accident, incident and illness reporting and investigation procedure.**

15. Advice and support

15.1 Specialist advice and support can be obtained from the Health and Safety working group, the internal NEBOSH qualified Health and Safety Advisors or Newlon's retained external health and safety advisors.

The external Health and Safety Advisors are Crystal Safety Services and they can be contacted by email **info@crystalsafety.co.uk**

16. Auditing

16.1 In line with recognised best practice Newlon will periodically commission external audits on the efficiency, effectiveness and reliability of its health and safety management systems and based on identified weaknesses draw up plans for any corrective action, this will as a minimum be conducted annually.

16.2 The aims of the audits will be to establish that:

a) Appropriate management arrangements are in place.

b) Adequate risk controls systems exist, are implemented, and reflect the hazards the organisation faces.

c) Appropriate workplace precautions are in place.

d) Health and safety responsibilities are being properly identified and discharged correctly.

e) Management teams are accepting and dealing effectively with their devolved health and safety obligations.

f) Newlon's health and safety codes, procedures and policies are being applied and adhered to.

g) Staff are aware of, and complying with, health and safety rules, and are health and safety conscious.

h) Accidents, assaults, near miss incidents and ill health are recorded and reported.

i) Staff are receiving appropriate health and safety training.

j) Statutory requirements are being met.

k) KPIs and statistics on health and safety performance are reported and trends in performance analysed and appropriately acted upon.

17. Communication channels

17.1 Communication and the exchange of health and safety knowledge and information will be via the Health and Safety working group, Newlon's intranet, Team Brief, face to face meetings and email bulletins. Health and safety communication will include:

a) Team meetings and one to one meetings.

b) Provision of information relating to safe systems of work and risk assessments.

c) Communication of advice from the Health and Safety Working Group, other relevant internal departments i.e. Property team or Human Resources team, external enforcing and legislative bodies.

17.2 The Staff Forum and Senior Manager Group will raise issues on behalf of colleagues and service users from their area of work, share best practice and consult with colleagues and service users regarding health and safety issues, policies, procedures and guidance.

18. Consultation process

18.1 Newlon will consult with staff on health and safety matters through the **Staff Forum**, consisting of representatives drawn from the different departments across the company.

19. Contractors

19.1 The Health and Safety at Work etc. Act 1974 places a duty upon organisations to, so far as is reasonably practicable to ensure the health, safety and welfare of its staff and anyone else who may come into contact with Newlon or its undertakings. This includes contractors or sub-contractors.

19.2 The Company uses contractors to undertake a wide variety of different tasks. This ranges from support services such as cleaning, security, and waste disposal through to technical works such as electrical or building repairs and major constructions.

19.3 The employing manager or managers must ensure that the contractor is competent to carry out the works specified and, where possible, will utilise certified or accredited contractors/organisations. Throughout the contract period the employing manager will monitor the standard of the contractor's work and the progress made.

19.4 It is also the duty of the employing manager to ensure that all relevant safety measures are taken not only to protect Newlon's staff but all persons who may come into contact with Newlon and its undertakings. Newlon has a duty to ensure that the contractor's work activities do not alter the conditions or impede the provision of a safe place of work for staff and visitors.

19.5 The health and safety needs of any contractor must be assessed. Resources such as additional training, equipment and in some cases, staffing will be provided as required. Any equipment provided to contractors must be managed appropriately.

19.6 Some contractors on site will have duties under the Construction Design and Management Regulations (CDM Regulations) and the Building Safety Regulations. These will generally be those who undertake large construction or building refurbishment projects. In some cases, works will require more than one contractor at a time to be working in the same area or on the same premises. It is vital that the parties share relevant information under the statutory requirements of the CDM regulations.

19.7 To achieve this the employing manager must co-ordinate contractor activities and provide adequate information regarding health and safety issues on the premises. Specifically, they should undertake a risk assessment and set out suitable control measures to manage any significant risk. The provision of this information will enable the contractor(s) to plan for costs etc.

19.8 Contractors have a duty to supply a safe place of work for their staff. It is equally the contractor's responsibility to obtain relevant health and safety related information from Newlon as it is for the employing manager to inform them.

19.9 Once this information has been obtained by the contractor, they must then develop safe systems of work relevant to the premises and work activities. The employing manager should be made aware of the impact of the systems of work on the health and safety and normal systems of work within the area in which work is being carried out.

19.10 The contractors must ensure that work carried out does not compromise the health, safety, or welfare of others.

19.11 Please refer to the **Role Risk Assessment** tab named 'Building Site' for personal safety, and the Contract Management procedure for dealing with CDM as part of a project.

20. Fire safety

20.1 In accordance with the Regulatory Reform (Fire Safety) Order 2005, Fire Safety Act 2021 and the Building Safety Act 2022, we have prepared fire risk assessments for all of our premises and implemented arrangements for the safety of staff, visitors, residents and contractors.

20.2 Please refer to specific procedures applicable to the building where you are working or visiting of action to be taken in the event of an evacuation.

20.3 If based at Newlon House, you will have received information relating to fire safety as part of your induction, there are also 'fire action notices' on display around the premises. Further details can be found in the **Fire and emergency procedure – employees**.

20.4 Newlon staff, contractors and visitors to our premises are not permitted to charge electric scooters and e-bikes within our offices and workplaces.

20.5 Newlon staff are not to use electric scooters for travel in connection with work and may not bring them into our buildings.

21. First aid

21.1 In accordance with our duties under the Health & Safety (First Aid) Regulations 1981 (revised 2013), we have introduced arrangements for the provision of first aid in the workplace.

21.2 The Facilities team are responsible for the maintenance of the first aid provision.

21.3 If you require first aid assistance please contact the Facilities team extension no 8119.

First Aid Boxes are located
Mezzanine floor - Outward tea point
Ground floor - Reception tea point
Lower ground floor - Business Development tea point

AED Defibrillator is located
Ground floor next to the accessible toilet

21.4 All staff must complete a **First aider data sheet** upon induction and periodically where health conditions are diagnosed. This shall be regarded as confidential and shared only with those persons that require the information (HR, First Aiders and Emergency Services, as may be required).

22. Gas safety

22.1 In accordance with the Gas Safety (Installation & Use) Regulations 1998, Newlon have developed and implemented a **Gas servicing policy and procedure**.

22.2 In order to secure the health and safety of staff, visitors, residents and members of the public, Newlon will ensure that all installation and maintenance on the gas installation, flue or appliance will only be carried out by a competent, Gas Safe Register registered person.

22.3 The procedure identifies the relevant requirements and responsible persons for the effective implementation and maintenance of the Policy.

23. Legionella

23.1 The organisation has developed a **Legionella management strategy** that outlines our policy for the control and management of legionella bacteria in water systems located within the dwellings and buildings owned and managed by Newlon.

23.2 This policy is intended to ensure that Newlon meets the requirements of the HSE for The Control of Legionella Bacteria in Water Systems; Approved Code of Practice and Guidance L8. The policy also ensures that Newlon meets the requirements of the Health and Safety at Work Act, which imposes a wider duty of care to staff, contractors and the general public.

23.3 The Assistant Director Building Services has overall responsibility for the oversight and delivery of all aspects of Legionella Management Strategy. The Building Services Team along with staff from the Estates Management Team will manage the contractors and consultants that deliver the day to day requirements set out in the Strategy.

23.4 Staff within the Building Services and Estates Management Teams will be charged with individual roles and be made aware of their responsibility and receive appropriate training.

24. Lone working

24.1 Establishing safe working for lone workers is no different from organising the safety of other staff. Although there is no general prohibition on working alone, the broad duties of the Health & Safety at Work Act and the Management of Health & Safety at Work Regulations 1999 still apply.

24.2 These require the identification of the hazards involved with the work, an assessment of the risks and the implementation of control measures to avoid or control the risk.

24.3 The responsibility for identifying lone workers and the need for a risk assessment is that of the Line Manager.

24.4 Some roles in Newlon involve working in a lone-working context on a regular and frequent basis; others may only require very occasional lone-working. Whatever the pattern of lone-working it is the responsibility of every member of staff to follow the **Lone Working Policy and Procedure**, which is for their safety and protection.

24.5 Guidance for using Lone-Worker device MySOS can be found at the bottom of the **health and safety** page on the intranet.

25. Management of asbestos

25.1 In accordance with the Control of Asbestos Regulations, as the duty holder we shall take the following approach to the identification and management of asbestos containing materials:

- Identify whether the building contains asbestos materials and what condition it is in.
- Assess the risk, e.g. if it is likely to release fibres.

- Develop and maintain a management system to control the level of risk from the asbestos containing materials.

25.2 The Assistant Director of Property Services has overall responsibility for ensuring that procedures are followed and agreeing the detailed asbestos management plan.

25.3 The Assistant Director of Building Services and Head of Repairs Maintenance have responsibility within their departments for asbestos management. They are deemed the 'competent person'.

25.4 For further information, refer to the **Asbestos management strategy.**

26. Manual handling

26.1 For staff whose job requires any form of manual handling, such as moving boxes or post bags, an assessment should be carried out before any manual handling is conducted. Staff who carry out manual handling activities and who have not been assessed, should advise their line manager.

26.2 The Manual Handling Operations Regulations 1992 (as amended 2002) set no specific requirements such as weight limits however, before carrying a heavy or bulky load, a risk assessment should be carried out to minimise the impact of the load.

In considering risk assessing manual handling tasks the following should be taken into account:

- People.
- Materials, substances, plant and equipment.
- The workplace.
- The work environment.

26.3 LITE is an acronym that helps you to carry out a Manual Handling Risk Assessment. It is designed to make you consider each essential area of the job you're doing in order to improve health and safety in the workplace. The acronym stands for **Load, Individual, Task, and Environment:**

L – Load. This means considering the object or person that is being moved and looking at how this may affect health and safety. For example, whether the load is particularly heavy, bulky, hard to grasp or unstable.

I – Individual. This means you should consider the person who will be carrying out the manual handling activity. For example, how strong, fit, or able the person is and whether they are capable of manual handling alone or need assistance.

T – Task. This means that you should consider the manual handling activity itself, for instance, what the task involves and how it may affect your or others' health and safety. For example, does the task involve repetitive movements or uneven weight distribution?

E – Environment. This means considering the area in which the load is being moved and looking at how this could potentially make the manual handling activity unsafe. For example, whether the floor is slippery or uneven, and if there is sufficient lighting.

27. Monitoring, review and reporting of performance information

27.1 This Health and Safety Policy and its effectiveness, in terms of health and safety performance, will be reviewed by the Health and Safety Working Group and the Executive Team on a regular basis.

27.2 The Group Chief Executive, Board, and Committees will ensure that all health and safety objectives and actions are carried out in a timely manner.

27.3 Newlon Executive Team, relevant Committees, and the Board will receive a regular report on health and safety matters as a standing agenda item.

27.4 A formal annual review report will be submitted to the Board each year by the Executive Director of Homes and Investment. The report will contain information on the Key Performance Indicators for the previous financial year and any other pertinent issues that have arisen during the year.

27.5 Managers and Supervisors will ensure that accidents, assaults and near miss incidents are reported and monitored in line with Newlon's policies and procedures. Where accidents are serious, repeated or attributable to failures of management, these will be brought to the attention of the Health and Safety Working Group and external Health and Safety Consultants for further advice.

27.6 Accident, property damage, assault and near miss incident records will be analysed to identify underlying causes, trends and common features in order to implement any required changes to safeguard staff and service users.

28. Personal protective equipment (PPE)

28.1 There is a statutory requirement under the Personal Protective Equipment Regulations 2022 for personal protective equipment (PPE) to be supplied and used at work wherever there are risks to health and safety that cannot be adequately controlled in other ways.

28.2 PPE must be considered in addition to all other control measures and should not be relied on as the only means of protection.

28.3 PPE is 'all equipment (including clothing affording protection against the weather) which is intended to be worn or held by a person at work and which protects individuals against one or more risks to their health or safety'. (Regulation 2– PPE Regulations).

28.4 The procedure applies to all staff employed and carrying out work on Newlon's behalf.

28.5 Managers will, if required, seek advice from a suitably competent person to ensure any requirements related to PPE are implemented and:

- Conduct a workplace risk assessment to identify all workplace hazards which are of significant risk and review the possibilities of reducing the risks by means other than PPE usage.
- Identify the need for PPE.
- Research manufacturers and supplier's literature and in conjunction and cooperation with users, select suitable and appropriate equipment.
- Provide a suitable quantity with an appropriate stock level being maintained.

- Provide all staff with instruction/training in correct usage, identification of wear and tear and any known faults together with any maintenance that may be required.
- Make provision so that users have suitable storage facilities for PPE.
- Maintain records of issue.

29. Risk assessments

29.1 Newlon recognises that there are risks involved in everything it does and that it has a duty to manage these risks. This duty is to staff, clients, visitors and members of the public who may be impacted by what we do.

29.2 Under the Management of Health and Safety at Work Regulations 1999 (MHSWR), the employer must make an assessment of risks to the health and safety of staff and others.

29.3 The purpose of the assessment is to identify action necessary to comply with legal requirements, making suitable and sufficient assessments of risks, arrangements for the effective planning, organisation, control, monitoring and review of the preventive and protective measures.

29.4 Although the phrase "risk assessment" may conjure up images of a complex process of judgement, based upon skilled technical knowledge, the assessment is in fact nothing more than a careful examination of what is likely, in the workplace, in the clinical area or across the organisation as a whole, to cause harm to clients, staff, visitors or anyone else who could be affected.

29.5 **Role risk assessments** have been prepared to assist managers in presenting risk assessments for the activities performed by their team.

29.6 All risk assessments must be reviewed annually and evidenced that this has in fact taken place.

30. Stress and mental wellbeing

30.1 Stress can be defined as ‘the adverse reaction people have to excessive pressure’. It is not a disease, but if it continues for a prolonged period of time it can inevitably lead to mental and physical ill health. Stress affects different people in different ways, and everyone has a different method of dealing with it.

30.2 Newlon is committed to ensuring that its staff are able to work in a harmonious and productive environment conducive to promoting a stress-free workplace.

30.3 In the first instance, individual managers are responsible for the implementation of the requirements detailed within the safe working arrangements as listed below.

30.4 If an employee feels that they are suffering from the effects of work related stress then they should speak to their line manager or the HR department who will work with them to try to help resolve the problem.

30.5 Where the potential for workplace stress is identified, Newlon shall conduct a risk assessment to determine who is at risk and how they shall be affected. The risk assessment hierarchy shall then be used to reduce the risk to the lowest practicable level.

30.6 All staff are actively encouraged to discuss concerns with their line manager or the HR department, a blame culture is to be avoided.

30.7 Staff are to be encouraged to plan and organise their own jobs in a manner which suits them, provided this does not interfere with the operational needs of the business or affect the level of customer service expected by our clients.

30.8 Where staff have concerns regarding the level of work this should be communicated to their line manager for further discussion.

30.9 Line managers are responsible for providing all relevant on-the-job training to ensure that staff can perform the tasks required, to an acceptable level of competence. Where additional training needs are identified, these are to be communicated to a member of the management team. Where health and safety training is needed, this can be organised through HR.

31. Third party monitoring/inspections

31.1 All sites/establishments may be subject to third party inspections and monitoring, by one or more of the following:

a) HSE (Health and Safety Executive).
b) Local Authority Environmental Health.
c) CQC (Care Quality Commission).
d) The Fire Service.
e) Building Safety Regulator.
f) Environment Agency.
g) Appointed Health & Safety Advisor

31.2 Actions arising from third party audit/inspections must be dealt with as appropriate. Non-compliance of actions may result in prohibition or enforcement notices being served or prosecution.

32. Training – health and safety

32.1 The Health and Safety Working Group in conjunction with the Human Resources Team will produce a Competency matrix. This will detail the health and safety training Newlon intends to provide based upon legislation, role requirements, best practice and the needs of the business.

32.2 The Training Plan will relate back to Newlon's comprehensive matrix for organisational health and safety management. A review of health and safety training requirements will form part of the annual staff appraisal process. This should ensure all staff have an annual review of training needs and all staff have appropriate training to their role. Where applicable, refresher training periods will be set on an individual basis for each training course.

32.3 Any additional training required may be requested by managers as part of the performance development review process.

33. Travel for work

33.1 If you are travelling on Newlon business we expect you to use public transport rather than a private motor vehicle as a first option as long as this is practical and does not stop you carrying out your duties effectively and safely.

33.2 There may be times when it is not practical to use public transport. While you are driving on Newlon business you must follow all the laws of the road. Newlon will not pay any penalties or fines that you are charged if you break them.

33.3 Before you drive on Newlon business you must also carry out an initial driver risk assessment with your manager.

33.4 Please consult the **Transport and business travel policy and procedure** for further details of travelling for work.

34. Violence and aggression

34.1 We recognise our duties as prescribed by the Health & Safety at Work Act 1974, The Management of Health & Safety at Work Regulations 1999 (as amended) and the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

34.2 It is our stated aim to reduce the incidents of violence and aggression within the workplace to the lowest practicable level. However the nature of certain aspects of our business can result in such incidences occurring from time to time, regardless of this Newlon shall endeavour to secure a safe environment for its staff, clients and visitors.

34.3 Where the potential for violence and aggression in the workplace is reasonably foreseeable, Newlon shall conduct a risk assessment in accordance with the Health and Safety Executive's 'five steps to risk assessment', to determine who is at risk and how they shall be affected. The risk assessment hierarchy shall then be used to reduce the risk to the lowest practicable level.

34.4 The assessment shall remain valid for a period of two years or until such time as the assessment is believed to be invalid as a result of personnel or procedural changes.

34.5 Please refer to the **Aggressive and Unacceptable Behaviour Policy and Procedure** for further information.

35. Workstations and display screen equipment

35.1 Display Screen Equipment (DSE) assessments are a legal requirement and is covered in the UK by the "Management of Health & Safety at Work Regulations 1999".

35.2 In particular the process aims to meet the requirements of specific regulations, the Health and Safety (Display Screen Equipment) Regulations 1992 (as amended).

35.3 The process output is a DSE workstation risk assessment that not only enables us to meet our responsibilities under the law, but also assists in the specification, provision and maintenance of:

- Workstation furniture that meets the minimum standard.

- Healthy and safe office and home working environments.
- Appropriate office working practices.
- Adequate and effective information and training, for users and managers, in healthy and safe workstation usage.

35.4 Workstation assessment is an essential part of managing risk but is not an end in itself. The assessment will identify deficiencies in provision (e.g. inadequate equipment) or behaviour (e.g. inadequate training) and will suggest appropriate action to rectify these faults.

35.5 All 'users' (habitual and routine use) of DSE are required to read the **healthy workstation practices guide** and complete a **DSE self-assessment check list** for office and a **home working individual role risk assessment** for home working. A link to the online assessment will be issued as part of the workstation process within four weeks of your employment.

35.6 Those 'users' working from home will also need to complete the 'homeworking' risk assessment in conjunction with their line manager.

35.7 Upon completion of the workstation assessment, 'Users' (contract staff) can claim (through Health Shield) for optical costs up to £150 per year. Details are on the intranet under the **pay and benefits section** in a document called - **Benefits – Guide for Newlon Staff**.

36. Sharps

36.1 Where staff identify the presence of 'discarded sharps' in the course of their duties they shall immediately leave the premises and report the matter to their line manager.

36.2 The line manager shall then contact the nominated specialist contractor to arrange for the removal of the 'sharps'.

36.3 Where a line manager considers the provision of training necessary, this shall be justified on the risk assessment relating to the task. It is not our policy to provide this training as a matter of routine.