

## *Corporate Health and Safety Policy*

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## 1. Policy statement

The Board of Directors, the Chief Executive and the Executive Team recognise and accept their responsibilities to fulfil the legal and moral obligations to provide not only a safe and healthy workplace for employees and contractors but also to ensure the safety of customers, service users, residents, visitors, members of the public and other stakeholders who may be affected by Wandle's activities.

So far as is reasonably practicable we will provide and maintain plant and equipment which is safe and without risks to health; ensure that use, handling, storage and transport of articles and substances is safe; provide adequate information, instruction, training and supervision; provide a safe place of work including access and egress; provide and maintain safe working environments, without risk to health, and with adequate facilities and welfare arrangements; maintain the Corporate Health and Safety Committee; and consult with our staff and with recognised trade union representatives.

Wandle's Board of Directors will ensure that our decisions reflect our intention that good health and safety management is integrated into all the services we provide by having a customer-centred approach that puts our employees, customers, service users, residents, contractors and members of the public and other stakeholders at the heart of everything we do.

To this end, the Board Health and Safety Champion exercises oversight on behalf of Wandle's Board and the Executive Team Health and Safety Champion takes the accountability for the effective implementation of safety policies, procedures and safe systems of working. The Executive Health and Safety Champion chairs the Health and Safety Committee and reports to the Board and to the Chief Executive on all aspects of health and safety, and ensures that appropriate resources are allocated for health and safety.

We will define acceptable health and safety performance and the resources needed, profile the risks and implement appropriate risk reduction measures, measure and review performance, learn from performance measurements and the findings of investigations and act on lessons learned.

We will develop policy and procedures to deliver high quality and efficient health and safety services and embed continual improvement in health and safety into service delivery. We will involve and communicate with our workforce so everyone is clear about what is needed and to develop positive attitudes and behaviours. We will provide our employees with information, learning opportunities and supervision to allow them to work safely.

Everyone who works for Wandle has a responsibility so throughout the business we will demonstrate leadership, commitment and ownership of health and safety and commit to preventing work-related injury and ill-health. We encourage others to safeguard their own and others' health and safety by evaluating the risks being encountered and adopting sensible precautions to minimise risks to self and others.

Chief Executive  
Tracey Lees



Date

02/05/17

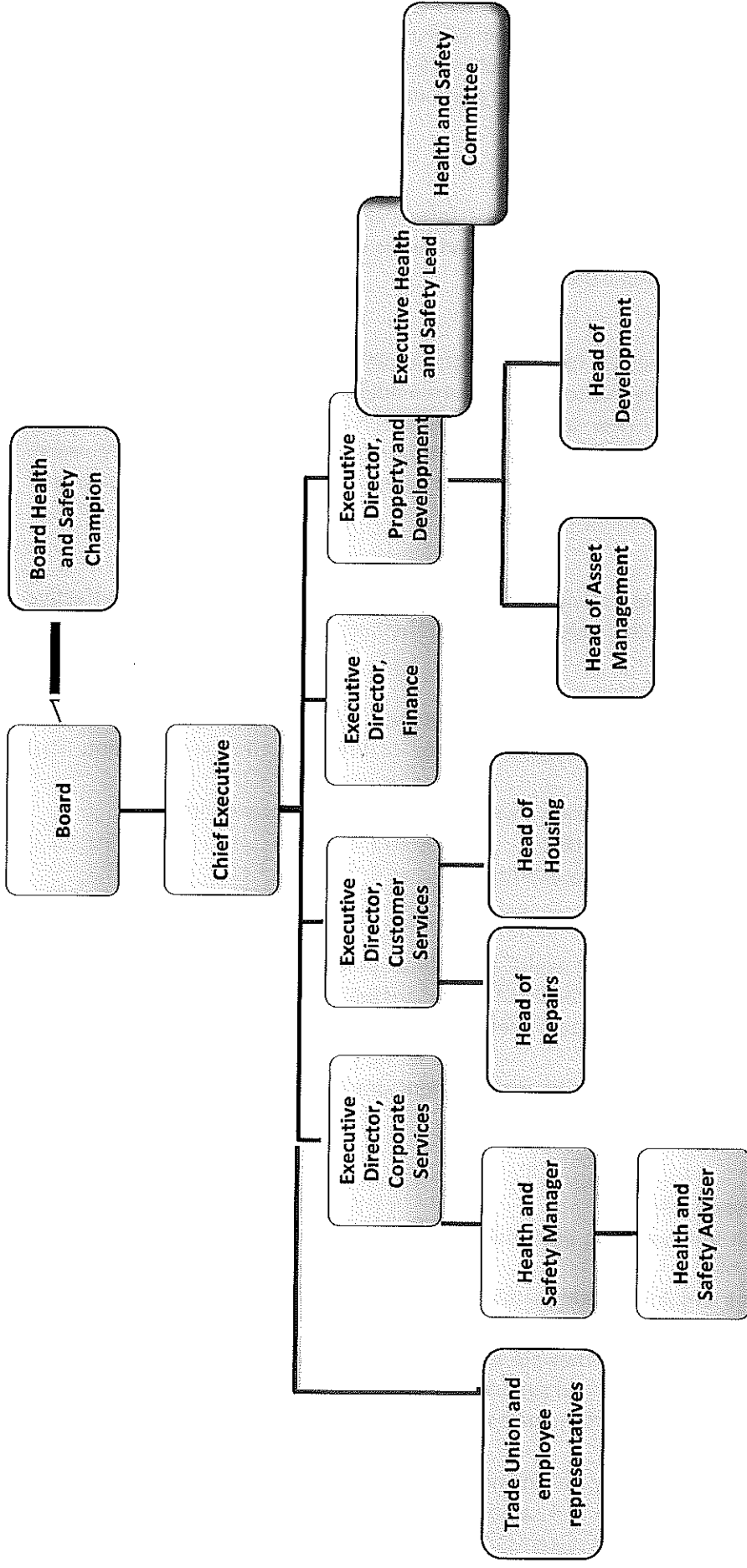
Chair of the Board of Directors  
Richard Raeburn



Date

10-05-17

## 2. The organisational health and safety structure



### **3. Responsibilities**

#### **3.1 The Board**

The Board of Directors sets the overall direction for health and safety management and takes the lead in ensuring that health and safety is appropriately and adequately resourced, competent advice is obtained and that certain boardroom decisions are made with reference to the Corporate Health and Safety Policy. One member of the Board acts as Health and Safety Champion.

#### **Transparency and Scrutiny**

The Board reviews organisational health and safety performance and challenges this information where necessary, integrates health and safety in the governance structures, receives and considers reports from the Health and Safety Committee.

#### **3.2 The Chief Executive**

The Chief Executive has overall responsibility for ensuring the implementation of and compliance with this Policy and that it is properly assigned to named duty holders below. This includes adequate planning, delivery, monitoring and review of health and safety management systems, policies, procedures, the maintenance of a safe working environment, access to competent advice, provision of sufficient and appropriate information, instruction and training for employees and the health and safety of those who may be affected by Wandle's activities.

#### **3.3 Executive Directors**

The Executive Directors are responsible to the Chief Executive for the implementation and effective management of the Corporate Health and Safety Policy and the health and safety procedures in the areas under their control.

The Chief Executive shall nominate an Executive Director, on their behalf, to be the Lead Director for health and safety. This is currently the Executive Director of Property and Development. That individual:

- Takes the lead role in ensuring compliance with this policy and the procedures;
- Chairs the Health and Safety Committee;
- Oversees the annual health and safety action plan.

All Executive Directors are responsible for:

- Leading, promoting and championing health and safety in their business areas;
- Ensuring all Heads of Service and all People Managers in their business areas have established safe systems of work for activities under their control and that risk assessments are carried out and are reviewed;
- Instilling health and safety as a routine management practice and considering health and safety in planning and decision making.

#### **3.4 Heads of Service**

The Heads of Services are responsible for:

- Ensuring that health and safety is embedded in their business planning and day-to-day operations;
- Ensuring that all their employees adequately manage the health and safety aspects of the work under their control;
- Ensuring that managers for whom they are responsible carry out their responsibilities listed at point 3.10 for 'People managers and supervisors'.
- Ensuring that health and safety performance is regarded as an integral management function throughout their business area;
- Ensuring that the health and safety training needs for all their staff are assessed and fulfilled;
- Ensuring that all necessary health and safety risk assessments are carried out within their department or operations and safe systems of work are implemented;

- Implementing and monitoring any identified health and safety risk management control measures within their designated area and scope of responsibility;
- Ensuring that their team report and investigate incidents as required.

The Heads of Service in Development, Asset Management, Repairs and Housing have additional responsibilities described in the following four sections.

### **3.5 Head of Development**

The Head of Development is responsible for:

- Leading on construction safety concerning Development operations.

### **3.6 Head of Asset Management**

The Head of Asset Management is responsible for:

- Leading on the management of risk in the housing stock including, but not limited to, fire risk and fire safety, asbestos, legionella, gas safety, electrical safety and testing, lift safety and servicing;
- Leading on construction safety concerning Asset Management operations.

### **3.7 Head of Repairs**

The Head of Repairs is responsible for:

- Leading on maintaining resident safety in the housing stock concerning all Repairs Service operations and that all operatives carry out work in ways which are healthy and safe to themselves and others.

### **3.8 Head of Housing**

The Head of Housing is responsible for:

- Leading on maintaining health and safety in housing management services operations of neighbourhood and income teams including income collection, antisocial behaviour, allocations and lettings, tenancy management, supported housing and leasehold services.

### **3.9 Health and Safety Manager**

The Health and Safety Manager, supported by an Adviser, is the primary source of health and safety advice for Wandle. Responsibilities specifically include:

- Providing competent advice to Board, the Chief Executive, the Executive Directors, Heads of Service, managers and staff on all health and safety matters including regulatory compliance;
- Developing, maintaining, monitoring and reviewing the business safety management systems and associated policy, procedures and guidance;
- Developing and maintaining recording systems for accidents and near-miss incidents;
- Developing the Health and Safety Training Matrix, identifying mandatory and recommended training needs, sourcing appropriate external provision or developing and delivering internal learning resources;
- Developing and maintaining lone worker risk management systems;
- Producing management information reports as required;
- Reporting to the Health and Safety Committee;
- Liaising with partners, external agencies and regulatory bodies including local authorities, emergency services, Health and Safety Executive;
- Assisting managers at all levels with accident and near-miss investigations;
- Assisting with the procurement of contracts;
- Assisting and advising on risk assessment;
- Developing appropriate systems and programmes for ensuring regular workplace inspections and audits are carried out.

### **3.10 People Managers and supervisors**

People managers and supervisors have particular and important responsibilities for the health and safety of their staff. They may be managing or supervising a range of people whether full time or part time, permanent or temporary employees, agency workers, contractors, apprentices or young people on work experience placements.

They must ensure that:

- They are conversant with Wandle's Health and Safety Policy and local health and safety procedures;
- They have carried out risk assessments for the work activities and for the people for whom they have management or supervisory responsibility;
- There are safe systems of work in place;
- They investigate accidents or incidents and revise risk assessments, where necessary;
- Suitable measures are in place to manage risks;
- All work equipment, including protective clothing or safety devices, is used and regularly checked and replaced if necessary;
- Their staff are competent and equipped to carry out their activities;
- Their staff attend health and safety courses and complete health and safety e-learning activities in line with the requirements of the Health and Safety Training Matrix;
- Their staff are appropriately supervised when carrying out tasks and adhere to safety instructions and safe systems of work;
- They consult with their staff and communicate health and safety messages and information to their staff;
- They communicate and coordinate with the Health and Safety team on any health, safety and workplace welfare matter.

People managers must ensure that health and safety policies and procedures are implemented in the areas for which they are responsible. Managers have a duty of care and responsibility for the health, safety and welfare of the people whom they manage and must ensure that hazards are identified, risks are assessed and appropriately managed.

Managers can contribute greatly to preventing work-related injury and ill-health by involving their staff in the risk assessment process, by encouraging and facilitating free-flowing communication on work tasks and processes and by holding team meetings, one-to-one and appraisal meetings at which health and safety is on the agenda.

### **3.11 Employees**

Every employee, whether permanent or temporary and including agency workers, or those in interim roles and contractors, has a legal responsibility:

- For their own health and safety and that of their colleagues or any others who may be affected by their actions;
- To cooperate with Wandle in pursuance of health and safety policy, procedures, practices and safe systems of work including measures identified in risk assessments;
- To use all safety equipment, clothing or devices provided for their protection and not intentionally or recklessly interfere with or misuse them;
- To report any damage, loss or malfunction of any safety equipment, clothing or devices to their manager or supervisor;
- To notify their manager or supervisor and the Health and Safety team of any activities, work conditions, work practices, machinery or equipment which are hazardous and uncontrolled;
- To immediately stop any work activity which is dangerous and inform their manager or supervisor immediately;

- To immediately report accidents, near-miss incidents, hazardous conditions and inadequacies in any health and safety procedures or practices to their manager or supervisor and notify the Health and Safety Manager;
- To attend any health and safety training which is identified for their role as mandatory in the Health and Safety Training Matrix held by the Health and Safety Manager;
- To immediately notify their manager or supervisor if they consider they are carrying out, or expected to carry out, something for which they are not adequately trained, qualified or equipped

In the event of an investigation by the Health and Safety Executive or other regulatory or enforcement agencies into a health and safety failure employees should be aware that they may, depending on the particular circumstances of the case, be personally liable as well as Wandle as the corporate entity.

### **3.12 Contractors**

All contractors undertaking work on Wandle's behalf are required to:

- Comply with all statutory requirements and legal obligations placed upon them in the course of their work;
- Demonstrate leadership, commitment and ownership of health and safety;
- Create a safe working environment by identifying and minimising the risk of injury or ill health;
- Recognise and accept responsibility for the health and safety of all those who may be affected by, or exposed to risks, because of their operations or activities;
- Carry out work in accordance with the risk assessment and safe method of working provided by them to, and agreed with, Wandle;
- Comply with Wandle's health and safety policies, procedures and all requirements as are appropriate to their operations or activities;
- Comply with the health, safety and hygiene conditions specified in the contract and with all other statutory requirements;
- Only employ persons who are competent to carry out their duties without risk to the health and safety of themselves and others;
- When appointing subcontractors (with prior approval) to carry out all or part of the work, confirm the subcontractor's competence and ensure the subcontractor complies with the same standards of work and requirements of the risk assessment and method statement documentation and any safe system of work;
- Immediately report all accidents and near-miss incidents to the agreed Wandle manager for the premises, work activity or contract.

### **3.13 Employee representation**

We promote and value the contribution that employee representation can make to improving and maintaining health and safety standards. To this end we will provide facilities and assistance to safety representatives, both trade union and non-trade union appointed, to enable them to carry out their duties.

## **4. Managing contractors**

If the work is construction or building work there are defined duties under the Construction (Design and Management) Regulations, 2015. Please refer to the Health and Safety Manager. In all other works, for example redecorating an office, the person commissioning the work should normally be responsible for managing the contractor(s) and become the contract manager. This attracts health and safety responsibilities.

As a minimum standard the contract manager must:

- Identify all aspects of the work and consider the health and safety implications;
- Be satisfied the contractor can carry out the work safely and without risks to health – are they competent and with the right experience, skills and knowledge to do that?

- Define how the work will be managed. Who will be responsible? How will the work be supervised? What checks will the contract manager make on materials and equipment?
- Ask about the contractor's health and safety performance. How many accidents there have been? How many work-related ill-health cases? Has the HSE or other regulator taken action against the contractor?
- Confirm if the contractor has a health and safety policy if they employ more than 5 people;
- See, ideally two weeks before the work is due, the contractor's risk assessment and method statement for the work;
- Request information about the skills, qualifications and experience of the contractors' workers, what information and training they provide; and
- Check that the contractor has the appropriate compulsory Liability Insurance in place.

The contract manager must also:

- Assess the risks;
- Provide information and, if necessary, training to the contractor on health and safety risks of where they will be working and measures to reduce those risks;
- Manage and supervise the work; and
- Notify the contractor about any emergency procedures.

Successful management is achieved when the contract manager and contractor cooperate and coordinate activities. One way of doing this is to hold regular review meetings during the work. Frequency and form of those meetings is shaped by the nature and duration of the work. Another way is by consulting Wandle's own staff who may be affected by the work, providing information to them, and explaining how to raise concerns about the work.

## 5. Procedures

Specific procedural documents exist in relation to health and safety subjects, the purpose of which is to describe in detail what will be done in practice to achieve the aims set out in the Chief Executive's policy statement. For example the Lone Working Procedure sets out how protecting the health and safety of lone workers and assessing the risks to them will be achieved, the responsibilities of managers and employees including risk assessments and use of the Skyguard lone worker protection device.

The health and safety procedures are developed, published, reviewed and maintained by the Health and Safety Manager and available on the Health and Safety intranet site.

Policy and procedural documents concerning gas safety, fire safety and fire risk management, asbestos, legionella, electrical safety and lift servicing in the housing stock are owned, developed, reviewed and maintained by Asset Management and approved by Board.

Health and safety procedures are approved by the Executive Director of the owning Directorate, i.e. the Directorate where the risk is, or by the Executive Team in the case of cross-functional risk. Advice and further detailed information relating to these procedures is available from the Health and Safety Manager.