



# Health & Safety Policy

## Keeping you safe

### **Our commitment**

Making sure you're protected whilst you're working really matters at Yorkshire Housing. This document outlines our commitment to colleagues and how we'll meet exactly what's expected of us under the Health and Safety at Work Act (1974) and other relevant health and safety legislation.

So what will we do? We promise to:

- make sure that all leaders across YH live by what we say in this policy;
- make sure we include all aspects of health, safety and wellbeing into the planning, management and delivery of everything we do;
- give you all the right info, training and support to make sure you have everything you need to do your job;
- make sure contractors show they use best practice, work in line with what the law says and follow YH's policies and procedures;
- make sure the environment where you work is safe;
- make sure you have the right advice on health, safety and wellbeing;
- make sure we fully look into any accidents and other safety incidents to make sure they don't happen again;
- regularly look at what's going on across the business to make sure it meets our high standards;
- make sure you have access to tools and resources to help you look after your wellbeing;
- rectify identified issues that have the potential to cause harm as soon as is reasonably practicable; and
- build relationships with people and organisations outside of Yorkshire Housing like, the Health and Safety Executive, local authorities, fire and rescue services to make sure we're doing our best for you.

This policy applies to everyone at Yorkshire Housing, but some parts of it might not be for everyone. Some contracts such as the Swarcliffe PFI may have different health and safety

arrangements not mentioned here, as the PFI contract takes precedence over this policy for the PFI contract only. There may be additional requirements and variations in arrangements in specific contracts but anything undertaken by Yorkshire Housing will always be at least in line with this policy.

The Chief Executive is ultimately in charge of making sure we live up to everything we've said we'll do in this policy, but it's not all down to them. You also have a responsibility to make sure you're sticking to what we've said above, after all we all want everyone to be safe.

Things change all the time, so we'll check what we've promised is still relevant every year.

Signed

Signed

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**Ingrid Fife**  
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Signed by:  
*Nick Atkin*  
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**Ingrid Fife**  
**Chair of the Board**

**Nick Atkin**  
**Chief Executive**

**Approved by the Board of Yorkshire Housing Limited on 13<sup>th</sup> September 2023**

Now we're clear on our commitment, it's really important we're clear on who's responsible for what. So let's have a look at the different roles across Yorkshire Housing and make sure it's clear what sits where.

All colleagues, no matter what your job is, how much you're paid or how long you've been a part of Yorkshire Housing, are responsible for general health and safety, but some people have a bit more of defined responsibility.

### **The Board**

The Board, are the people who will sign off to say they're happy with what we've promised.

The Health and Safety team will report to each board meeting so board members can be kept up to date with what's happening. If we do something wrong, or miss something and an accident happens, they'll help us make sure we get back on track and don't make the same mistakes again.

### **Chief Executive**

The CE has overall responsibility for Health & Safety, making sure that business has the right policies and procedures in place and the right resources and people to protect everyone. They will provide updates to the board, and report back to anyone else we might need to notify if we breach our policy.

### **Executive Directors & Directors**

Each Executive Director and Director is responsible to the Chief Executive for ensuring the promises made in the commitments are met and they champion health safety and wellbeing.

Some of the ways they will do this are:

- make sure Heads of Service look at and review risk assessments;
- regular check-ins with their team regarding health and well-being;
- make checks that health and safety is meeting Yorkshire Housings high standards; and
- make sure resources are made available to meet health and safety requirements.

### **Heads of Service**

Through the Executive Director of Finance and Director of Risk and Governance, the Head of Health, Safety & Compliance has overall responsibility for the development of the health, safety and wellbeing policy. This means championing Health and Safety and promoting the

promises in the commitment, Heads of Service are responsible day to day for the health safety and wellbeing of their teams and for championing health and safety agenda.

They will:

- make sure colleagues understand their health and safety responsibilities; • check in regularly with managers and colleagues about health safety and wellbeing;
- be responsible for colleagues receiving the health and safety training they need to undertake their role;
- promote the reporting of accidents and near misses and learning from them;
- check that Risk Assessments are in place and up to date; • carry out their own health and safety checks when out on visits; and
- unfortunately sometimes things go wrong and where this happens heads of service will need to investigate and where necessary take action if safety procedures are not followed

### **Managers and team leaders**

Managers and team leaders play a really important role in health and safety. They're the ones who should help colleagues understand what things we have in place to protect them whilst working, they should make sure everyone in their team has the right training for the job they're doing and make sure their team knows what to do if an accident happens.

If an accident does happen, then they need to make sure it's correctly reported and make sure steps are taken to protect their team in the future.

### **Colleagues**

We mentioned before that everyone has a general responsibility around health and safety. What this means is we all have a responsibility to look after ourselves and others at work.

We should all make sure we're thinking about what we're doing and how this might impact our own and others safety at work, so make sure you're not doing anything dangerous or something you aren't supposed to be doing or haven't been properly trained to do.

You should always use the proper clothing and equipment and if you do see something happen, or you're involved in an accident or incident or you just see something that you think might be dangerous, then let your manager know.

Finally, you should make sure you're up to speed with the latest info and if you have any ideas or suggestions you can speak to you line manager, a member of the JHSCG (we'll explain who they are in a minute), or the Health and Safety Team.

### **Joint Health and Safety Consultation Group (or JHSCG for short)**

The Joint Health and Safety Consultation Group has a really important job, they deal with all things health & safety from across the organisation. If you have feedback, an issue or concern or an idea these are your go to people.

Along with being advocates and flying the health and safety flag, they have a really important part in representing all of us. They are the link between colleagues views and Yorkshire Housing's approach, policy and practices with health and safety.

They collect feedback to use in any decisions that need to be made, changes that might need to happen and training that colleagues need.

No matter how much support and protection we give, accidents do happen....the group will play a big part in looking in to these and making sure we do everything we can to make sure they don't happen again.

### **Health & Safety Team**

And last but not least, the experts! Yorkshire Housing has a dedicated health and safety team, they are the experts who can give us all the advice in plain English. They'll help with writing all the policies and procedures, make sure everyone is in the loop with the latest advice and guidance and help out where we have any issues.

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This part of the document looks at how we manage all areas of Health and Safety. You will find on YOHO further procedures and risk assessments that cover these areas of health and safety.

## **1. Accident recording and investigation**

At Yorkshire Housing, we have a legal obligation to report and manage accidents, incidents and near misses.

To report accidents and incidents we have a SIRF form on YOHO to report all incidents. This has to be recorded from a legal point of view.

All incidents and accidents need to be reported and investigated to make sure Yorkshire Housing learns lessons to prevent them happening again, and they need to be investigated within the agreed timescales. We want to ensure colleagues and customers do not suffer harm. We will regularly audit accidents and incidents to make sure we learn from them and look for trends.

As part of the law, if there is a serious accident to a colleague or a colleague is off work for over 7 day's we have to report these to the Health and Safety Executive. This fall under the RIDDOR regulations (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 / 2019 COVID update)

## **2. Asbestos**

We will carry out our legal responsibility to identify asbestos containing materials in all communal areas of our premises in accordance with Regulation 4 of the Control of Asbestos Regulations 2012. We will maintain a register of all premises where asbestos containing materials have been identified and have an asbestos management plan in place. This includes the regular monitoring of the condition of any such materials to ensure the safety of customers, visitors and contractors alike.

We will carry out all repair and maintenance activities in accordance with the Control of Asbestos Regulations 2012 by providing sufficient information to any operative or contractor to allow a satisfactory risk assessment to be undertaken and necessary controls put in place.

Sometimes it is necessary to remove asbestos containing materials, this will be done by licensed and competent contractors. All such contractors are Environmental Agency licensed hazardous waste carriers. All asbestos waste shall be disposed of at licensed disposal sites only.

## **3. Buildings and external environment**

As part of our commitment to our buildings and the areas around them, we are committed to keeping them in good order and repair.

In particular, Yorkshire Housing will ensure buildings, land and the surrounds:

- are suitable for their purpose and maintained in sound, structural condition
- floors are not hazardous and are of suitable construction and finish for their use
- are kept clean and in a reasonable decorative order
- have adequate means of access and egress
- are in such condition or protected to minimise risks
- ensure they are safe to prevent falls or objects falling

- to have doors and glass that if they break minimise injury and harm
- operate windows, skylights or ventilators in a safe manner
- as far possible, make our building accessible under the Disability Discrimination Act 2010
- have in place systems to make sure we keep visitors safe on our premises

#### **4. Confined space working**

Colleagues may sometimes have to work in areas where there is little space. This exposes them to potential risks from chemicals, heat, or lack of air.

Where colleagues do need to work in confined spaces, we will provide suitable risk assessments and training.

#### **5. Communications**

We are committed to making sure we talk to colleagues about their health, safety and wellbeing, and giving colleagues the right information.

We want to hear from colleagues and customers about their health and safety concerns and suggestions.

All health and safety documents and procedures for the various services will be stored on the Health and Safety YOHO intranet page.

We will communicate with customers through the website, letters, social media and verbal briefings where necessary. We will endeavour to keep our customers informed of any activity which may affect their health and safety, in particular fire safety and asbestos management.

#### **6. Computer workstation**

Our hub, home & roam approach to working makes it even more important for colleagues that they have a good work set up when they are using their computer.

To help colleagues, there is a range of equipment they can have to set up their workstation, whether they are working at home or roaming. Desks, chairs, and other such equipment is available once colleagues have completed the online module for hub, home and roam and answered the DSE self-assessment questions.

Colleagues will be eligible for free eye tests and, if necessary, for a contribution towards the cost of glasses or other optical aids specifically for computer screen use.

#### **7. Construction, refurbishment and maintenance**

Many of our activities such as new builds, servicing, repairs, maintenance and refurbishment, mean that the Construction, Design and Management Regulations 2015



(CDM) apply. We have roles under the regulation as a client, designer and contractor. We will also use the services of others as designers and contractors.

At Yorkshire Housing we will make sure those working on projects are competent to do so. We will ensure there is good communication between all parties. In larger, 'notifiable' projects, this will be through the principle designer.

Our role at Yorkshire Housing is to make sure we have approved contractors. This means they need to meet the relevant health and safety standards such as:

- accident and incident data
- safety policies & Procedures
- risk assessments
- asbestos awareness training

We have some legal responsibilities under the CDM 2015 Regulations which are listed below:

- The Client (in most cases YH), has overall responsibility for the successful management of the project, who are supported by the appointment of 'Duty Holders', a Principal Designer and a Principal Contractor in different phases of the project.
- The Client (in most cases YH), will ensure suitable arrangements are in place throughout the planning, design and construction of the project. Adequate consideration is given to the health, safety and welfare of all those affected and involved in the construction work.
- The Principal Designer (in most cases YH), who is appointed by the Client is responsible for managing the health and safety in the pre-construction phase of the project. They will liaise with the Principal Contractor during the construction phase and any ongoing design work.
- The Construction Phase Health & Safety Plan has been prepared in compliance with Construction Design and Management Regulations (CDM) 2015. The plan records arrangements for managing significant health and safety risks associated with the construction phase of the project.

## **8. Electricity**

We have a legal duty to ensure our activities comply with the Electricity at Work Regulations. We maintain and repair electrical equipment.

As part of our legal duty:

- Competent person will examine and report on our electrical systems as per our electrical procedures
- Individuals will be required to co-operate with any testing procedures, ensure all appliances are properly used and maintained and report to their line manager any defects found.

## **9. Equipment**

We have a legal duty with fixed equipment, electrical equipment and hand tools, we will:

- make every effort to ensure work equipment is used for its intended purpose;
- kept in good working order and good repair;
- equipment that is either broken or in need of repair is withdrawn from use;
- no colleague works with equipment unless trained to do so; and
- train colleagues in the nature of checks required on equipment that they use in order that colleagues may check all equipment before use. The user check is a vital safety precaution, as many faults can be identified by a simple visual inspection. The user is the person most familiar with the equipment and in the best position to know if equipment is in a safe condition and working properly.

## **10. Fire safety**

We have a legal duty to:

- carry out a Fire Risk Assessment of each commercial premises;
- carry out a Fire Risk Assessment for each property with a communal area;
- identify measures to, as far as possible, stop fire breaking out;
- have measures in place to detect fires;
- provide adequate means of escape; and
- as requested assist the fire authority to investigate the cause of fires.

Procedures are in place to cover:

- fire prevention;
- action to be taken in case of fire;
- means of escape in case of fire;
- evacuation in case of fire or emergency; and
- equipment and its use for fighting fires.

Training

- Colleagues are not expected to tackle small fires themselves but will be trained in fire safety and fire evacuation.
- Where required colleagues will be trained to deal in assisting with an emergency evacuation.

At Yorkshire Housing, we take a proactive approach to fire safety. We install hard-wired smoke and heat detectors in all our general let, sheltered, supported living properties, and managing agent schemes and look to continuously improve fire safety arrangements.

We also work with our customers to ensure they are aware of fire safety arrangements and contribute to their effectiveness.

## **11. First aid**

With our new hub, home and roam contracts, our first aid requirements have changed.

We will look at our first aid needs in respect of colleagues on a case-by-case basis.

If you are working in a hub, colleagues need to make sure they are aware of the first aid arrangements. Those with access to a first aid kit will be assessed to see whether they require formal first aid training for their role.

Where deemed necessary a suitable number of either fully trained first aiders or appointed persons will be provided.

## **12. Gas**

Yorkshire Housing is committed to maintaining the Health and Safety of employees, customers and members of the public. The Housing Association recognises the potential health risks associated with gas used for fuel in their premises and in Housing Association housing. Potential risks associated with gas as a fuel are significant, given the risk of fire/explosion, or from carbon monoxide poisoning due to incomplete combustion arising out of poor or irregular maintenance of appliances and systems.

Yorkshire Housing will take all reasonable steps to ensure that appropriate management systems are in place to ensure employees, customers and members of the public are not put at risk from the effects of gas or carbon monoxide.

The Gas Safety Installation and Use Regulations 2018, places important duties on landlords of all properties to ensure that gas appliances and their flues are maintained in a safe condition. Annual safety checks are carried out, and records are kept and issued (or in certain cases displayed) to customers. These duties are in addition to the more general ones that landlords have under the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations.

Yorkshire Housing shall ensure that the work undertaken on their behalf is completed by a member or employee of the Health and Safety Executive's (HSE) "Approved Class of Persons" and a member of the approved appointed regulatory body to an acceptable standard and in accordance with manufacturer's instructions.

## **13. Hazardous substances**

We have a legal duty to:

- meet the requirements of the Control of Substances Hazardous to Health Regulations 2002 referred to as COSHH;
- to make sure we have assessed the risks of substances we use and any hazard they pose;
- maintain an inventory of substances that are very hazardous - will be held and reviewed on a regular basis;
- aim not to use very hazardous substances, but where we have to use such substances, control measures will be in place to minimise harm to colleagues;
- ensure any new substance has been assessed; and
- in respect of microbiological hazards, we will have in place suitable infection control procedures.

#### **14. Health surveillance**

As required Yorkshire Housing may undertake health surveillance that will be determined as a result of risk assessments carried out under either the COSHH Regulations or the Management of Health and Safety Regulations.

This is for colleagues who may be exposed to noise, vibration, solvents, fumes, dusts, biological agents and other substances hazardous to health or work in compressed air. The risk assessment will determine the need for health surveillance.

The objective of the health surveillance is to have routine checks where identified, to monitor the health of these employees and to identify, at the earliest possible stage, any adverse effects on employees' health due to work related causes.

The degree of health surveillance will be appropriate to the work process, substances, and any known hazards.

Yorkshire Housing has arrangements with an occupational health provider.

#### **15. Legionella and water management**

We have a legal duty:

- to reduce the risks associated with the storing and use of water systems in our offices and domestic premises;
- to carry out a risk assessment of all buildings with communal areas and with stored water systems to ensure an accurate record of current systems;
- to put in place a water-monitoring regime and scheme of control where necessary; • to carry out any associated remedial work required;
- to review our procedures on an annual basis; and
- to assess our water systems in a sample of domestic premises in line with L8 – Legionnaires' disease, The Control of Legionella Bacteria in Water Systems 2013 and to fulfil our obligations under the Landlord and Tenant Act 1985 to help ensure the safety of our tenants.

#### **16. Lone working and personal safety**

With the hub, home and roam way of working, more colleagues will be working alone.

In most cases working alone is perfectly safe however, there may be situations that create a more serious risk.

We will evaluate the circumstances in all cases and put in place adequate safety systems, which includes the use of lone working devices for all colleagues and procedures including training to ensure as far as possible colleagues are not exposed to unacceptable levels of risk.

#### **17. Manual handling**

At Yorkshire Housing we will do all we can to minimise risks to colleagues while undertaking manual handling tasks. It is not possible to remove all lifting and movement tasks.

Where manual handling is necessary it should be done with a mechanical aid where possible. If not possible, a two man lift should be considered.

If colleagues do not feel confident to lift something they should ask for help.

A suitable and sufficient risk assessment will be made of all manual handling operations where there is a risk of being injured.

Relevant colleagues will be trained in manual handling assessment and correct moving techniques.

### **18. New and expectant mothers**

Pregnant colleagues may be affected in different ways during pregnancy and when nursing their baby.

We will work with colleagues who tell us they are pregnant and carry out a personal risk assessment to make sure they can work safely while pregnant and when they return to work.

### **19. Noise**

At Yorkshire Housing, we will try to minimise the exposure of colleagues to excessive or continuous noise in the work place. This is because it can damage colleagues hearing and could lead to hearing loss or damage.

We will conduct risk assessments on activities where colleagues might be exposed to noise. Where possible, we will attempt to eliminate the noise at source, by using engineering controls. If this is not possible, we will attempt to reduce exposure by job rotation and other methods including a noise and vibrations procedure.

If required hearing protection will be available to relevant colleagues.

### **20. Performance monitoring**

The performance monitoring system ensures that policies and procedures are implemented and effective.

Elements of the monitoring system include:

- an internal audit system for assessing whether policies and procedures are implemented effectively;
- key performance indicators reported to the Board and leadership team;
- health and safety inspections;
- accident and incident recording system; and
- investigation of accidents and incidents.

Colleague safety is reviewed in the Governance and People Committee (GPC) and Customer Safety in the Homes and Places Committee (HPC), both are sub-committees of the board.

## **21. Radon gas**

Radon is a colourless, odourless, radioactive gas that Yorkshire Housing has a legal obligation to manage to protect colleagues and customers. It is formed by the radioactive decay of the small amounts of uranium that occur naturally in all rocks and soils. Radon is everywhere; formed from the uranium in all rocks and soils, both outdoors and indoors in many areas.

Radon levels are low across Yorkshire Housing's stock and the risk to health is relatively low.

A suitable risk assessment should be undertaken if the issue is raised.

We will look at radon across our stock and, if there are any risks, look at how best to mitigate them.

## **22. Risk assessment**

We have some legal duties when it comes to risk assessment.

Under the Management of Health and Safety at Work Regulations 1999, the minimum you must do is:

- identify what could cause injury or illness in your business (hazards);
- decide how likely it is that someone could be harmed and how seriously (the risk);
- take action to eliminate the hazard, or if this isn't possible, control the risk;
- ensure risk assessments are undertaken for all activities and will be carried out as per the risk assessment procedure;
- reviews risk assessments regularly and whenever there may be a need for review such as a change in working procedure;
- inform colleagues of any risks to which they may be exposed and the steps taken to minimise those risks; and
- make visitors and contractors aware of risks to which they may be exposed.

## **23. Safety management**

Yorkshire Housing will manage health and safety through:

- ongoing development and review of policies and procedures;
- assessing the health, safety and wellbeing risks involved in our activities;
- providing adequate training to ensure the competence of our staff;
- having in place effective means of communication on health, safety and wellbeing matters;
- monitoring how procedures work; and
- regular reporting of health and safety performance.

## **24. Smoking at work**

No colleagues can smoke at work in Yorkshire Housing including the use of electronic cigarettes in all workplaces internally and externally. This includes in vehicles provided by Yorkshire Housing and in employee's own vehicles when carrying passengers for work.

While customers are entitled to smoke in their private residences, we will support our colleagues who work in such area by requesting customers not to smoke during visits.

We will provide support and assistance to colleagues who wish to give up smoking.

## **25. Metal Wellbeing & Stress**

At Yorkshire Housing we recognise how important good mental health is. We recognise that workplace stress is a health, safety and wellbeing issue and acknowledge the importance of identifying and, wherever possible, reducing workplace stress factors.

Yorkshire Housing will:

- Identify workplace stress factors as part of the workplace risk assessment procedure in order to reduce stress wherever possible or control the risks from stress.
- Provide awareness of the triggers of stress, for all managers and supervisory colleagues as part of good management practice.
- Provide confidential counselling for colleagues affected by stress caused by either work or external factors.

## **26. Substance misuse**

We recognise the probable impacts that the use of alcohol and drugs can have on safety at work.

It is our aim to look after colleague's health, safety and wellbeing from the use or misuse of drugs or alcohol.

We will help and support a colleague who may be suffering from drug or alcohol related problems.

We also recognise the importance of support for colleagues through education, counselling and treatment, where appropriate.

## **27. Training**

It is important to support colleagues through health and safety training. Yorkshire Housing has job essential learning in place to ensure colleagues receive the essential health and safety training required for their job and role. To support this:

- An element of health and safety training is included in the induction training of all new starters.
- We will give colleagues relevant on-the-job training and they will not be able to work with dangerous equipment or hazardous substances until properly trained in its use.

- Where health and safety training is identified for colleagues, they must participate in the health and safety-training programme where a training need has been identified.
- We will also ensure that all colleagues have the relevant qualifications and experience to carry out their roles both as part of their recruitment and by ongoing personal development plans.

## **28. Vehicles and driving**

Driving comes with a range of risks and work related traffic accidents are one of the biggest causes of fatal and serious injuries; we are therefore committed to taking all reasonably practicable steps to prevent such accidents.

Expectations of colleagues are:

- If using vehicles on work-related activities to ensure they are road worthy and serviced regularly. They must comply with the Highway Code and relevant road traffic legislation at all times.
- Servicing and maintaining company vehicles must happen on a regular basis.
- Any faults should be reported immediately.
- Ensure that the vehicle is not overloaded and does not exceed maximum permissible weight.

We will take steps to ensure colleagues are competent to drive and comply with relevant road safety legislation.

Road traffic accidents or incidents which occur whilst on Yorkshire Housing business must be reported through the normal accident and incident reporting system, regardless of whether anyone is injured.

It's easy to lose track of time when you're busy, but it's really important you take proper rest breaks throughout the day. It is recommended that all colleagues take a minimum 15 minute break after 2 hours continuous driving and should not drive for more than 4 hours continuously without at least a 30 minute break. Colleagues should not be driving for periods exceeding 2 hours after a full day working.

## **29. Vibration**

Hand and arm vibration can occur when using machinery. Exposure over a period can lead to hand-arm and whole body vibration.

The Control of Vibration at Work Regulations 2005 (the Vibration Regulations), came into force on 6 July 2005 and aims to protect workers from risks to health from vibration.

Risk assessments will take place of any activity, which may lead to exposure to vibration, and steps taken to avoid or reduce exposure. Where required by a risk assessment, we will also carry out health surveillance to ensure that these steps are adequate.

## **30. Violence**



Yorkshire Housing will not tolerate violent or challenging behaviour towards its colleagues undertaking their duties either from members of the public or other colleagues.

Yorkshire Housing is committed to protecting colleagues from violent and challenging behaviour. We undertake to do this by:

- having risk assessments in place;
- ensuring colleagues have suitable training, so colleagues know what is expected of them in challenging situations; and
- issuing colleagues with Lone Working Devices and giving them training on their usage.

We ask colleagues to report via the SIRF system all incidents involving violence, verbally aggressive and challenging behaviour.

Yorkshire Housing will support any colleague involved in a violent, verbally aggressive or challenging behaviour incident this may include counselling or further training.

Where required, Yorkshire Housing will take necessary legal action to support colleagues.

### **31. Wellbeing**

Yorkshire Housing takes the wellbeing of colleagues very seriously. We recognise the aim of achieving a good standard of work/life balance and offer various working arrangements and HR policies to support this.

Yorkshire Housing has access to occupational health providers that are available to provide advice and medical assessment of colleagues to ensure their wellbeing at work.

To complement the occupational health consultancy, Yorkshire Housing offers all colleagues access to free physiotherapy from a consultant.

From time to time, we will also offer wellbeing initiatives designed to raise awareness of lifestyle choices on health and will encourage staff to lead an active and healthy lifestyle.

We will monitor sickness absence and will provide an occupational health service to assist colleagues to return to work as soon as possible.

We will also carry out ill-health risk assessments where a colleague is suffering from an injury or ill health and put in place any necessary arrangements to allow them to continue to work safely.

Colleagues have access to a confidential counselling service, details of which can be found via leaflets at all offices and through the YOHO intranet where there is an updated Wellbeing page.

### **32. Work at height**

We recognise that there are risks when working at height and, where possible, we will try to avoid working at height.

There are work activities where working at height cannot be avoided; there must be a suitable risk assessment in place and a safe method of working. This will include safe

means of access being provided and may include the provision of fall arrestment equipment. We do permit working off ladders but expect alternative equipment to be considered before use of ladders. Ladders are for use in low-risk jobs and for short duration.

An inspection of all access equipment including ladders and working platforms and fall arrestment equipment must happen regularly. All such equipment will be maintained in good condition or replaced if there is any doubt as to its condition.

Colleagues working at height will be suitably trained.

### **33. Work environment**

With the new way of working hub, home and roam, more colleagues will be working in different environments.

We will look to check where reasonably practical, that any hubs colleagues work in have:

- Suitable and sufficient lighting by natural or artificial means.
- Emergency lighting provided in the event of a failure of mains lighting to enable people to leave the building safely and to illuminate exit notices
- Working temperatures that are maintained at a comfortable as possible level, taking account of the work being done, and the comfort of staff and customers.
- Adequate natural or mechanical ventilation appropriate to the work being carried out.
- Workstations arranged so that each task can be carried out safely and comfortably.
- Suitable and sufficient washing and sanitary facilities.
- Facilities for changing, if required. Welfare facilities on site will conform to CDM regulations. Mobile workforces can make use of any Yorkshire Housing premises or any public facility.
- An adequate supply of drinking water provided for all persons at work in the workplace, together with a sufficient number of suitable cups.
- Where the risk posed by a particular hazard cannot be totally removed, appropriate protective clothing and equipment will be made available for colleagues. Note: It is a disciplinary offence for colleagues not to wear or use correct protective clothing and equipment when working in areas specified as requiring its use.
- Pedestrian routes, internally and externally, that are free from obstruction at all times.
- Fire exits that are kept free of all obstructions. Note: It is a disciplinary offence to place any object on a fire exit route.

### **34. Young workers including apprentices**

Yorkshire Housing is aware of the additional risks there may be when employing young people or apprentices. This is because of their relative immaturity and unfamiliarity with the working environment. Yorkshire Housing will take all measures necessary to minimise those risks so far as is reasonably practicable.

We will produce risk assessments when employing young people (under 18 years of age).

We will provide them and their parents, where appropriate, with relevant information relating to risks and protective measures.

Any colleague who works directly with a young person will be subject to a Disclosure and Barring Service (DBS) check.

We will provide additional training, instruction and supervision until the young person has demonstrated a satisfactory degree of competence.

For further information with regard to this policy, and how it affects you, contact your line manager.

### **35. Responsibility for Implementation**

We set out the people responsible for implementation of this policy within the document.

### **36. Equality and Diversity Implications**

There are no apparent equality and diversity implications from this policy. The policy ensures fair treatment for all members of the community regardless of race, ethnic origin, nationality, gender, disability, religion, marital status, maternity, sexuality or sexual orientation, or age.

### **37. Monitoring**

We outline the monitoring systems for the policy implementation within the document. There are three layers of assurance and monitoring within Yorkshire Housing.

#### **Operational Oversight**

- Approved policies & procedures in relation to key health and safety reviewed and updated in line with changes to legislation and regulation.
- Qualified and skilled colleagues to manage health, safety and compliance services and operations and management audits.
- Critical processes are documented for key health and safety areas such as fire, legionella, fixed wire testing, gas, asbestos, electrical safety.
- Mandatory training – role specific and general
- Data validation checks and system validations

#### **Internal Oversight**

- Day-to day management of key contracts overseen by health and safety and other teams.
- Action plan delivery monitored and updated.
- Health and safety KPIs are reported to performance Clinic, Directors and the Board with review recorded in papers and minutes
- Health and Safety Committee

#### **External oversight**

- External assurance reviews are undertaken findings recorded in audit reports and outcomes reported to Yorkshire Housing's Board and Directors.
- Some surveys are conducted by third party specialists.
- Oversight, Monitoring and enforcement undertaken by:
  - Health and Safety Executive
  - Fire and Rescue Service
  - Social Housing Regulator
  - Building Safety Regulator
  - Environmental Protection Agency
  - Care Quality Commission