



HEALTH AND SAFETY POLICY AND

PROCEDURE

Purpose

- To comply with statutes, regulations and quality standards.
- The purpose of this policy is to ensure that London housing Trust employees and others experience a safe environment, and that statutory obligations are met.

Scope

- This policy applies to all employees, all Service Users and all visitors to the premises of London Housing Trust, and any premises in which their employees work.

Policy

- London Housing Trust** recognizes that they have a responsibility to ensure that reasonable precautions are taken to provide and maintain working conditions which are safe, healthy and comply with all statutory requirements and codes of practice relating to our work activities.
- London Housing Trust** will, so far as is reasonably practicable, pay particular attention to:
 - The provision and maintenance of plans and systems of work that are safe and healthy.
 - Making arrangements for ensuring safety and the absence of risks to health in connection with the use, handling, storage and transport of articles and substances.
 - Provide information, instruction, training and supervision such as to ensure the health and safety at work of its employees and other service users.
 - Control of the place of work maintaining it in a safe condition.
 - Provide a safe means of access to and egress from the place of work.
 - This policy will be reviewed at least annually.

Organization and Responsibilities and procedure

- Mr. Gideon Kayode** is responsible for safety in London Housing Trust and will monitor the safety policy on a regular basis.



- **Dr Stephen Dellar** will be sufficiently apprised health and safety matters to ensure that sufficient resources are available and to provide any health and safety equipment, clothing, information and training for employees in order (as far as is reasonably practicable) to achieve and maintain a high standard of safety proficiency within London Housing Trust

Safety Consultant

- London Housing Trust Safety consultant is **Mr. Gideon Kayode**, unless indicated otherwise by a notice on the main staff notice board of London Housing Trust establishment.

The responsibilities of the Safety consultant are to:

- Maintain safety records
 - Investigate accidents
 - Provide accident statistics
 - Keep a watching brief on changing safety legislation.
- Safety consultant will reports directly to the Operation Manager (**Winsome Chambers**)
 - Full investigations of accidents will be carried out by the Safety consultant with a view to the prevention of future occurrences.
 - Safety consultant is responsible for ensuring that London Housing Trust organization's obligations with respect to assessment, control and monitoring of hazardous substances are met.
 - Safety consultant is responsible for recording of accidents in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985), by:
 - Ensuring that the Accident Reporting Policy and Procedure is followed, and that all accidents are recorded, using the form attached to that policy;
 - Ensuring that all accidents which result in absence from work for more than seven days (not including the day of the accident) are reported in writing within 7 days to the Health and Safety Executive.
 - Ensure that:
 - Fatal injuries are reported;
 - Major injuries (e.g., broken bones) are reported;



- Specified dangerous occurrences are notified to the HSE, without delay, by telephone, followed by written notification on form F2508. The HSE contact details are as follows:

2 Southwark Bridge
LONDON
SE1 9HS
Fax: 020 7556 2102

Operation Manager

- London Housing Trust operation Manager (**Winsome Chambers**) have the responsibility to provide leadership and to promote responsible attitudes towards health and safety.
- London Housing Trust operation manager will:
 - Ensure that each new employee is given induction training, including the precautions and procedures appropriate to their specific jobs. All new members of staff will be shown the location of first aid boxes, fire exits and firefighting equipment.
 - Ensure that all subordinates are aware of the health and safety policy (a copy is on the London Housing Trust notice boards).
 - Keep up to date with health and safety matters applicable to the operations of the organization.
 - Investigate all accidents with the assistance of the Safety consultant, with a view to prevention of a further occurrence.
 - Ensure that good housekeeping standards are applied.
 - Review periodically all new and existing equipment with reference to mechanical and operational safety and, in particular, the location of all equipment bearing in mind all health and safety factors.
 - Carry out regular safety checks and audits.

Supervisor/Team Leaders

- London Housing Trust support staff team leaders (**Alex Mugabe and Sheila James**) have the responsibility to provide leadership and to promote responsible attitudes towards health and safety. Both team leaders must ensure that all tasks carried out in their sections are performed with the utmost regard for the health and safety of all those involved.



- Accidents must be reported immediately to the Operation Manager.
- Particular regard will be paid to:
 - Equipment and its usage to ensure that they are safe and do not endanger health and safety.
 - Provision of safety arrangements for the handling, storage and movement of materials, equipment and substances.
 - Supplying sufficient information, instructions, training and supervision such as to enable employees to avoid hazards and contribute positively to their own health and safety at work.
 - Inspecting, on a regular basis, clients accommodations, equipment such as lighting, passageways, fire alarms, fire escapes, fire extinguishers, first aid facilities and work practices, in order to ensure their efficiency and maintenance.

Employees

- All London Housing Trust employees have a responsibility to do everything they can to prevent injury to themselves, their fellow employees and others affected by their actions or omissions at work.
- They are expected to follow company procedures in particular, to report any incidents which have or may have led to injury or damage. To neglect this responsibility can lead to prosecution by the Health and Safety Executive.
- Any employee who is faced with a conflict between the demands of safety and their job should raise the matter immediately with the operation manager.

Risk Assessment

The Safety consultant will regularly review all areas in use by the London Housing Trust organization, or in which its workers work, to:

- Identify risks
 - Assess the risk
 - Evaluate the risk
 - Eliminate the risk where appropriate
 - Introduce control measures to reduce risks, to a reasonable level, where appropriate
 - Develop or locate, and arrange delivery of appropriate training to reduce risk, to a reasonable level, where appropriate.
- The Safety Consultant will carry out a generic risk assessment whenever workers:
 - Begin work in a new area
 - Begin work in a new building, or building type, in an existing area
 - Have or raise an issue in an area or building which they are already working in.
 - The Safety Consultant will carry out a risk assessment on new equipment brought into the London Housing Trust establishment.

Reporting Accidents

In the event of an accident causing injury employees must ensure that the injured person is being cared for, and send immediately to London housing Trust operation manager who is a qualified first aider or other first aid qualified employees.

- DO NOT MOVE THE INJURED PERSON.
- Report the full details to the operation manager who will record the incident in the accident book.



- The record will be regularly inspected by the safety consultant. The accident will be reported to the inspecting authority as and when necessary.
- Any “near miss” incident which occurs should also be reported to your immediate team leader who will be responsible for making a report to the operation manager.
- All accidents will be investigated by the operation manager and the Safety Consultant.
- A report will be made to London Housing Trust, through the Management Meeting, who will ensure that necessary action is taken to prevent recurrence.

First Aid

- During the induction programme employees and the service users will be shown the location of the nearest first aid box to their work area.
- London Housing Trust will ensure that sufficient employees are trained as first aid specialists to provide coverage on all working hours/shifts
- The identity of designated first aid will be noted by clear notices complying with the recommended format displayed at all work stations and staff areas throughout the London Housing Trust establishment/accommodations.

Fire

- Fire exits must be kept clear from obstruction.
- All London Housing Trust employees must know their evacuation route and assembly point in case of fire.

Fire Action

IF YOU DISCOVER FIRE:

- Immediately operate the nearest fire alarm call point.
- WITHOUT INCREASING PERSONAL RISK, try to put out the fire, if you are trained, possible by directing the hose or extinguisher to the base of the flame.

IF YOU HEAR THE FIRE ALARM:

- The senior person on duty will be responsible for calling the Fire



Services.

- Report immediately to the staff assembly point, which is by the entrance gate/car parking bay.
- **DO NOT USE THE LIFT.**
- **DO NOT DELAY FOR PERSONAL BELONGINGS.**
- Follow the instructions of the person in charge, who is fully in charge of all staff and persons on the premises until the Fire Brigade arrives.
- If told to leave the building, do not re-enter the building until instructed by the operation manager/team leader or the Fire Brigade.

London Housing Trust Accommodation Code of Safe Practices.

All London Housing Trust accommodations are designed to meet the HMO standard of living for our clients and contractors who may be working on our premises. In order to achieve that, London housing Trust management conduct a weekly health and safety check by all our support workers (**Alex Mugabe and Sheila James as the Team leader**). This is done by working around with our clients to check their rooms and the communal areas of the building to identify/eliminate hazard, reduce risk, and report anything that will pose health and safety treat to the clients and their environment. (See the Health and Safety file for the checklist)

All London housing Trust clients are encouraged to follow the policy on housekeeping.

Floors

- Both London Housing Trust office and clients accommodation floors must be kept free of obstruction.
- Spillages of fluids must be immediately mopped up, and wet floors clearly marked.
- Damage to floors must be reported immediately to the team leaders or operation manager.

Stairs

- Stairs must be kept clear of obstruction.



- Flammable materials will not be stored in the offices and all our accommodations.
- All damage to stairs must be reported immediately.

Lighting

- All non-functioning lighting must be reported immediately.

Doors

- All doors must not be obstructed from closing.
- All damage to fire doors must be reported immediately.

Lifts

- Damage to, or malfunction of, lifts must be reported immediately.
- Lifts will not be used during a fire alarm.

Gas

- Damage to gas installations, or a smell of gas, must be reported immediately.
- Cases of headache, unusual tiredness and muscular weakness experienced in London Housing Trust offices and client's accommodations containing a gas appliance must be reported immediately.
 - Undue hurrying and forgetfulness cause many accidents. Do not run down steps. Use hand rails going up or down stairs.
 - Watch out for someone coming round a blind corner or opening doors quickly.
 - Never read while walking.
 - Ensure that floor areas are well lit and kept clear of obstruction.
 - Where floors are wet through spillages or cleaning, the area must be protected using a recognizable wet floor sign until the area has dried. The sign must be removed to storage as soon as possible after the area has dried.

Electrical Equipment

- Electrical equipment is normally safe, provided it is properly installed and regularly inspected.
- Always remember that water and liquids are conductors of electricity, and be aware that their association with faults caused by, for example, damaged cables, flexes, plugs and sockets, the overloading of circuits and fuses, etc. would make the shock more severe.

Therefore you should:

- NEVER touch electrical equipment with wet hands, move any portable electrical equipment without disconnecting it from the mains, make electrical repairs or do other electrical work unless you are an authorized person.
- KEEP electrical supply cables and flexes away from wet areas or from where they will be damaged by being walked over or knocked when moving equipment about.
- ALWAYS switch off all equipment when not required, unless continuous operation is necessary.
- Disconnect electrical equipment at night by removing the plug from the socket, again unless continuous operation is necessary and/or instructed otherwise.
- Report defective equipment to the Operation Manager.

Moving and Handling

- London Housing Trust staff must not carry out moving and handling operations unless the operation has been assessed for risk, an opinion has

been formed and recorded by an appropriate person, a recommended handling technique identified, and the technique communicated to all staff.

- Moving and handling form part of the induction training where general guidelines are given on the prevention of back injury and the importance of risk assessment of both individual lifting/handling operations and environmental consideration.
- Staff who find themselves alone with a Service User should never attempt to lift/move a Service User who has been assessed as requiring two people to perform such an operation. Advice should be sought immediately and the Service User should be made comfortable/safe until assistance arrives.

Basic Food Hygiene

- All employees who have contact with food in the establishment, or enter food preparation areas, will be suitably trained in basic food hygiene.
- Basic food hygiene training is incorporated in the induction training for all employees and service users.
- Employees normally working in food preparation if applicable, will complete a recognized Basic Food Hygiene qualification as soon as practicable after initial employment, or produce proof of a recent qualification.

Transmittable Diseases

- Transmittable diseases form part of the induction training.
- When performing hands-on personal care with Service Users, full protective measures (gloves, aprons etc.) should be taken in order to eliminate any risk of cross-infection.

Hot Water Bottles

- Hot water bottles should not be used except in exceptional circumstances and only if the Service User insists. Hot water bottles must never be used on Service Users with dementia.
- If a bottle must be used, follow the procedure below:
 - Hot water bottles may be used for Service User comfort, but will be covered by a protective cover and filled in a manner which is safe for staff, and eliminates the risk of scalding in the event of failure of the bottle.

- Check that the hot water bottle has a protective cover over the bare rubber inner.
- Mix water to the highest temperature which it is possible to bear on bare skin in a jug. Pour that water into the bottle and seal.
- Press the bottle and check the stopper for leakage.
- When placing the bottle against the Service User, wait long enough for the Service User to report that the temperature and position is comfortable before leaving.

Infection Control

- Infection control training is incorporated in London Housing Trust induction training.

Prevention of cross-infection

- To prevent cross-infection, ensure that:
 - Any infection a Service User/Clients has does not spread to others.
 - The Service User/clients does not suffer from potential sources of infection in his/her surroundings.
 - Others do not bring infection to London housing Trust offices and clients accommodation.

Notifiable diseases

- The Health Services and Public Health Act 1968, the Public Health (infectious Diseases) Regulations 1988 and subsequent amendments require certain infectious diseases to be notified to the 'proper officer' of the Local Authority.
- The responsibility for the notification of the listed disease(s) rests with the Doctor attending the Service User/Clients.
- The Local Authority has the power to stop work in order to prevent the spread of infection, including food borne infections (Food Hygiene (General) Regulations 1970).
 - Diseases notifiable under the Public Health (Control of Disease) Act 1984: Cholera, Plague, Smallpox, Relapsing Fever, Typhus, and Food

Poisoning.

- Diseases notifiable under the Public Health (Infectious Diseases) Regulations 1988: Acute encephalitis, acute poliomyelitis, anthrax, diphtheria, dysentery, leprosy, leptospirosis, malaria, measles, meningitis, meningococcal, septicemia, mumps, ophthalmia, neonatorum, paratyphoid fever, rabies, rubella, scarlet fever, tetanus, tuberculosis, typhoid fever, viral hemorrhagic fever, viral hepatitis, whooping cough and yellow fever. Ebola.
- Most outbreaks will present non-specific symptoms, serious sepsis or epidemic wound infections.
- Any London Housing Trust member of staff suspecting an outbreak of the notifiable disease should make their suspicions known to the operation manager who will inform the appropriate Doctor.

Rules to prevent the spread of infection

All London Housing Trust staff should adhere to the following:

- Avoid infection by careful control of coughing and sneezing, i.e. use tissues / handkerchief:
- Appropriate hand washing.
- Use of disinfecting hand rubs.
- Avoid wearing jewelry, except for wedding rings.
- Keep hair short or tied back.
- Wear clean uniform clothing, and do not travel to and from work in that clothing.
- Report any signs of infection to the appropriate person.
- Keep toilets and commodes scrupulously clean using correct disinfectant agents.
- Correct handling of food to prevent food borne illness.
- Take care when dealing with pets. Always hand wash or use the hand rub after contact.

Staff skin awareness



- All cuts and abrasions should be covered with a waterproof plaster (blue colored if working in food areas). Early detection and prompt reporting of infection is particularly important.
- Any staff member with a skin infection must take advice from their GPs/ Doctor before continuing to work. All skin infections must be reported to the Operation manager.

Staff sickness

- London Housing Trust employee with diarrhea and vomiting should not attend work but ring to report sick. Should the condition persist it may be necessary to provide a specimen of faeces and not return to work until medical clearance by a GP is given.

Skin Infections

- London Housing Trust employees must report to the operation manager any Service Users/clients who have a rash or unaccountable marks on his/her body.
- Where scabies or shingles are suspected:
 - The operation manager must request a visit from the GP.
 - Staff should wear a plastic apron and wear gloves for any direct contact.
 - All linen must be placed in the appropriate bag and the appropriate laundry procedure followed for contaminated laundry.

Blood borne viruses

- London Housing Trust employees/ service user/Clients may be a carrier of a blood borne virus. There are blood-borne viruses other than hepatitis B, other hepatitis and HIV/AIDS. Appropriate precautions must therefore be taken with employees/ Service Users/clients and particularly with body fluids.
- London Housing Trust employees must assume that blood and other body fluids are infected. All accidents, facial, particularly eye, or wound contact with infected body fluids must be recorded as an incident.
- Accident avoidance measures should include common sense precautions to avoid accidents and injuries, particularly when using sharps, whether the Service User/clients is known to be infected or not. All accidents must be reported.

- Body fluid handling and spillage procedure should be as follows:
 - Use no-touch techniques when dealing with blood or other body fluids. Wear gloves and plastic aprons as appropriate.
 - Care/Support staff wearing disposable gloves and plastic aprons should wipe up body fluid spillages immediately.
 - Use appropriate disinfectant agents on carpets.
 - Use no-touch techniques or gloves when disposing of anything contaminated with blood, e.g. dressings.
- Avoid contamination with saliva. If saliva contamination to eyes, a cut or an open wound occurs, wash liberally with water and inform the manager immediately.

Outbreak control measures

- An outbreak of gastroenteritis is indicated by the occurrence of UNEXPLAINED diarrhea and/or vomiting in two or more Service Users. (Remember that there are also non-infective causes of diarrhea and vomiting). The recommended action in such cases is as follows:
 - London Housing Trust staffs should inform the operation manager who should then contact the appropriate GPs.
 - A specimen of faeces should be made available for testing, if required.
 - Wear plastic apron and protective gloves when in contact with excreta.
 - Dispose of faeces carefully and disinfect bedpans/commodes using disinfectant.
 - If possible, place the Service User in a single room, with their own toilet facilities such as a commode.
 - Any Service User with, or suspected of having, gastroenteritis should have their own sink/bowl for washing.
 - All crockery and cutlery should be soaked in a bowl of disinfectant for 30 minutes before being removed from the room of the Service User to the kitchen.
 - Place all contaminated linen into a colored bag and keep separate from any other linen.



- Wear a protective apron and gloves when sluicing contaminated linen. To sluice any contaminated linen, leave the linen to soak in disinfectant for 30 minutes before removing to laundry.
- Wash hands thoroughly after attending the Service User and before going to any other task.
- The manager should notify the local health authorities when the occurrences are unexplained.

Emergency Situations

In case of London Housing Trust employee/service users being faced with emergency situations such as relating to gas, electricity, water, fire or medical issues, stay calm, assess the situation, and raise alarm by contacting 999, depending on the emergency.

Emergency situations will form part of your induction programme.

Major injuries

- Fracture of the skull, pelvis and any bone in the arm or leg, but not bones in the hand or foot.
- Amputation of a hand or foot or of fingers, thumbs or toes where the bone or a joint is completely severed.
- Loss of sight in an eye or a penetrating injury or a chemical or hot metal burn to an eye.
- Injury requiring medical treatment or loss of consciousness due to electric shock.
- Loss of consciousness due to lack of oxygen.
- Decompression sickness.
- Acute illness believed to be the result of exposure to a pathogen or infected materials.
- Any other injury that results in the person being admitted to hospital for more than 24 hours.
- Any incident in which a dangerous substance being conveyed by road and involved in a fire or where there is an uncontrolled release or escape of dangerous substances.
- Any incident whereby breathing apparatus malfunctions in such a way as to

deprive the wearer of oxygen.

- Any incident in which plant or equipment comes into contact with overhead power lines exceeding 200 volts.
- Prescribed diseases and certain poisoning.
- Some skin diseases including: occupational asthma, farmer's lung, pneumoconiosis, asbestosis and mesothelioma.
- The following infections: leptospirosis, hepatitis, tuberculosis, and anthrax, any illness caused by a pathogen.

COSHH

For the purpose of COSHH, a substance is COSHH forms part of London Housing Trust induction training and are incorporated into the individual Service User/clients and clients accommodation risk assessment, this forms part of the Service Users/Clients Care Plan.

London Housing Trust considered as hazardous if one or more of the following criteria are met.

- Substances listed as very toxic, harmful, corrosive or irritant.
- Substances for which maximum exposure limit (MEL) is specified in the COSHH schedule.
- A micro-organism hazardous to health.
- Substances airborne as concentrations of dust.
- Any other substances, which create comparable hazards.

Safety Rules for the use of household cleaning agents

- Handle all household cleaning agents with care. Remember they contain powerful chemicals.
- All chemical to be use in London housing Trust offices/accommodations must be approved by our safety consultant
- All chemicals data sheet including usage instructions, contact details must be available before use.
- Always wear protective clothing (overalls, rubber gloves).
- Always read the instructions on the label of the product to be used.
- If unsure of the product or it is thought that the chemical is in the wrong

container, DO NOT USE.

- NEVER MIX chemicals, especially bleach and toilet cleaner.
- Make sure that the ventilation is adequate. DO NOT use chemicals in a confined space.
- NEVER SMOKE whilst using chemicals. Smoking is not permitted in the homes of Service Users.
- Store all chemicals in a cool dry place after use.
- Store all chemicals out of reach of children but not on high shelves. Keep away from heat.
- NEVER place chemicals in other containers. If a container is broken, discard it with its contents.
- **AEROSOLS must be:**
 - Kept away from heat.
 - Never punctured.
 - Never used near a naked flame or heat.
 - Avoid breathing the vapor.
 - Used in a well ventilated room.
- London Housing Trust employees/service users must be careful when throwing away chemicals. Be sure they are in a safe condition and that no one else will be harmed by them. Never throw away metal scouring pads with discarded batteries – they can smolder and cause a fire.

IF AFTER USING HOUSEHOLD CHEMICALS WITHIN THE WORKPLACE A FEELING OF DROWSINESS OR OF BEING GENERALLY UNWELL DEVELOPS, CONTACT YOUR DOCTOR IMMEDIATELY AND THEN INFORM THE MANAGER/CARE CO-ORDINATOR

Safe systems of work

To help give a better picture regarding the health and safety of London Housing Trust employees in the work place, a list of the common areas

where risks and hazards occur is shown on the following forms. It shows the areas/appliances that may present a hazard or risk, the types of accident/injury they may cause and the appropriate action that should be taken by care/support staffs

London Housing Trust Safe Systems of Work Table

(page 1)

Area/Appliances which may be involved	Accident/Injury which may occur	Action/Procedure to be followed
General layout including: Floors Floor coverings Stairs Steps Furniture Storage areas (cupboards).	The majority of injuries are caused by trips, slips and falls or by bumping into overhead cupboards, doors not being closed properly or using stools or chairs as steps, which may not be strong or stable enough to support one's weight.	Always be aware of uneven floors and loose fitting carpets/mats. Where floors are wet, or made wet by cleaning, place a "Wet Floor" sign covering the wet area to warn that the floor may be slippery. When the floor has dried, remove the sign. Make sure that routes are clear of anything which may cause trips or falling. Always close doors and clear away any tools after use. Report any danger area to operation manager/team leader. Record on the risk assessment.
Lighting	Risk of hitting an object due to darkness, risk of injury during fire evacuation due to insufficient lighting etc.	Ensure adequate lighting before undertaking any task (especially at night time). Report and record poor lighting to the operation manager/team leader.
Ventilation	Can cause drowsiness causing lack of concentration resulting in accident/injury. May cause inhalation problems especially when dealing with dust of chemical cleaning agents.	Ensure adequate ventilation is possible before working with any material, which may cause breathing difficulties. Ensure heating is sufficient or not too hot before work is started. Always be aware that the Service Use/Clients may not feel as warm as you. Report and record any abnormality to the operation manager/team leader

Windows	If left open can cause poor heat in office/clients accommodations. May also be broken glass or bad fittings causing cuts if pressure is used to open them or if the glass breaks.	Always ensure that windows can be closed once opened. Check for signs of broken glass or poor fitting.
Doors	“Bumping into” if left open. May present with accident problems if not fully opened before trying to take someone or something through. Will present a fire hazard if not closed, causing burns or smoke inhalation.	Be aware of badly fitting doors and report to operation manager/team leader. Make every effort to keep doors closed that don’t need to be open. Keep doorways free from clutter to ensure a safe “walkway”.
Electrical safety Sockets Wiring	If not properly installed and maintained will cause electric shock and/or fire. May be overloaded sockets, poor wiring or wrong type of fittings used.	Any socket, wiring, plug or appliance should not be used if it appears faulty or does not work correctly. The operation manager/team leader should be informed immediately and a note placed on or near the plug, wiring or appliance to warn others. If fire should occur, switch off at the mains if possible, deal with the fire if safe to do so or call the fire service.

London Housing Trust **Safe Systems of Work Table**

(page 2)

Area/Appliances Which may be involved	Accident/Injury which may occur	Action/Procedure to be followed
Portable appliances Fires, cookers, irons, vacuum cleaners, lamps, radios, stereos, TVs, videos, toasters, kettles, washers, dryers.	Injury caused by electric shock or fire. Inhalation of toxic fumes, i.e. chip pan fire.	Always ensure that any appliance to be used is correctly wired and in good repair. Be aware of any kitchen appliance not being cleaned properly, i.e. toasters or deep fat fryers. Switch off at the mains immediately if any fault is noticed, notify the operation

Any other portable electrical appliance.		manager/team leader
Gas safety Cookers Fires Tumble dryer Central heating Boilers Radiators.	Injury caused through inhalation of gas due to leakage of gas from pipes or appliances. Risk of burns and scalds from poorly guarded flames or very hot central heating radiators.	Check for any smell of gas and report to supervisor immediately if any are noticed. Always check that appliances are turned off correctly. Ensure that no clothes or other flammable materials are placed near naked flames. If strong smell of gas is present when entering office/clients accommodations make sure all doors are open wherever possible and do not switch on any lights or use a naked flame. Contact the fire service immediately. Inform the operation manager of action taken. Always be aware of scalding burns caused by hot surface temperatures of radiators.
Water temperature	Scalds and burns caused by water being too hot.	Always be aware of the water temperature. Gently test the water temperature before using it. Especially check water temperature, using a thermometer, if water is going to be used for the Service User (i.e. bath). The temperature should never exceed 43°C.

Working at Heights:

- London Housing Trust employee and service users must avoid working at height where possible.
- Use approved work equipment or other measures to prevent falls where they cannot avoid working at height.
- Where London Housing Trust management cannot eliminate the risk of a fall, it shall provide a method statement detailing the use work equipment or other measures to minimize the distance and consequences of a fall, should one occur.
- Risk-assess all situations whereby working at heights is unavoidable.
- Provide suitable training for those working at height and suitable equipment.

London Housing Trust Employees and other workers on site will:

- Not work at heights without ensuring that the operation manager/safety



consultant has authorized the action after carrying out a risk assessment and the employee has been trained to work at height and has appropriate equipment for doing so.

- Not attempt to obtain items which are beyond your reach. If you cannot reach – get an approved and well maintained ladder. Be sure that the ladder is in a safe condition.
 - Do not use chairs, open drawers, or any makeshift device for climbing.
 - Do not climb up the shelves themselves. Do not overreach on the ladder. It is safer to get down and move the ladder.

Smoking

- Smoking is not allowed in all London Housing Trust building and clients accommodations. It is only allowed in designated areas as prescribed by our health and safety consultant.

Health and Safety: Grievance Procedure

This procedure relates only to occupational health and safety problems, disputes or grievances.

- In the event of the above, London Housing Trust employees and service users should either orally or in writing refer the matter to the operation manager.
- If employees/service users are dissatisfied with the outcome or in the event of there being a real danger of death, serious injury or health risk and there is insufficient time to eliminate excessive danger, it should immediately be reported to the Mr. Gideon Kayode safety consultant and Winsome Chamber operation manager who both will investigate and determine what action should be taken.
- After the investigation, the employee/service user will be informed that either:
 - The London Housing Trust safety management has so far as reasonably practicable eliminated the danger and employees must resume normal working; or
 - Does not consider that the matter constitutes a grave risk to health or safety, and employees/service users must resume normal working; or
 - Will undertake further investigation and may, if necessary, obtain expert opinion.

London Housing Trust Employees will then be suspended on full pay or be transferred to alternative work whilst the investigation takes place.



Refusal to resume normal working as directed by the management when instructed will be a breach of London Housing Trust discipline.

The matter will then be dealt with under the London Housing Trust normal disciplinary procedure.

London Housing Trust Health and Safety Policy, Review and Approval

Form

Health and Safety Policy reviewed and approved:	
	Signature:
	Date:
Health and Safety Policy received and noted:	
	Signature (Maintenance):



	Date:
	Signature (Supervisor):
	Date:

London Housing Trust Health & Safety – (COSHH Risk Assessment)

This form to be used to review the whole London Housing Trust safety COSH management to identify materials used in our offices and accommodations.				
Assessor name:			Assessment date:	
Product Name: Product Data sheet Number: Manufacturers contact address/numbers:				
Define the processes carried out on the premises.			Personal care	
			Support services	
			Cleaning	
			Maintenance	
			Administration	
			Other (specify)	
			Other (specify)	
Specify the range of locations for these operations			1.	
			2.	
			3.	
List below those substances which are present at these locations (use a continuation sheet if necessary), remembering to include all cleaning materials				
Substance	Gaseous (quantity)	Dust (quantity)	Liquid	Solid

			(quantity)	(quantity)
Do all of the substances listed above have the supplier's health & safety information sheets, as required by section 6 of the Health & Safety Act 1974 as amended?			Yes/No	
Are all of the products labelled in accordance with the Chemicals (Hazard Information and Packaging and Supply) Regulations 1994?			Yes/No	
Are employees trained in the use of control measures, including personal protective equipment (PPE) associated with their work, and in all emergency situations?			Yes/No	
Are employees trained in respect of the necessary procedures concerning spillage and first aid?			Yes/No	
Is adequate information and instruction available to employees regarding the risks, and precautions?			Yes/No	
Is all the information, instruction and training reviewed and amended as appropriate, on a regular basis, and are refresher courses carried out?			Yes/No	
Are there any changes in conditions or work processes likely which may alter the results of the assessment and require a new assessment?			Yes/No	





London Housing Trust Health & Safety – (COSHH Risk Assessment)

This form to be used to review the whole London Housing Trust safety COSH management to identify materials used in our offices and accommodations.		
Information		COSH Specific
Assessment		
Substance under assessment, including state and quantity:		
In what locations is this substance present?		
Is this substance, in the state and quantity specified, considered hazardous?		Yes/No
Will exposure to this substance occur?		Yes/No
Will exposure occur through:	Inhalation?	Yes/No
	Ingestion?	Yes/No
	Skin absorption?	Yes/No
Can the exposure be prevented?		Yes/No
Will workplaces/locations other than the ones specified be affected by exposure?		Yes/No
What groups of employees will be affected by exposure? (Use job titles)		

Will exposure to this substance affect anyone else? (e.g. visitors).					Yes/No
How often does exposure occur?					
Daily	Weekly	Monthly	Other (Specify)		
How long does exposure last?					
Less than 10 minutes	1 Hour	2 Hours	4 Hours	8 Hours	Constant
Will Maximum Exposure Limits (MELs) or Occupational Exposure Standards (OESs), as provided by COSHH regulation 7(4) be exceeded? (See HSE Guidance Note EH40).					Yes/No
Control/Monitoring					
If exposure cannot be prevented, are adequate control measures other than PPE available? (e.g. ventilation, substance substitution etc.).					Yes/No
Are all control measures, including PPE tested as required by the COSHH regulations?					Yes/No
Do control methods meet the approved/recommended standards?					Yes/No
If necessary, is the PPE that is required approved by the HSE or does it conform to an approved standard?					Yes/No
Are all of the employees trained in the use of the required control measures?					Yes/No
Are monitoring systems available to ensure measures are working properly?					Yes/No
Is monitoring carried out on a regular basis?					Yes/No

Are records of monitoring control checks and necessary repairs, etc. maintained? (To be kept for at least 5 years).	Yes/No
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London Housing Trust Health & Safety – (COSHH Risk Assessment)

Health Surveillance	
Is the substance, as used in the processes determined in this assessment, listed in Schedule 5 of the COSHH Regulations?	Yes/No
Are any of the following conditions, which may necessitate health surveillance and remedial action, apparent?	Yes/No
Evidence of dust on surfaces and/or in the air.	Yes/No
Broken, defective or badly maintained control measures/equipment.	Yes/No
Complaints of discomfort.	Yes/No
Reports of previous exposure-related ill health.	Yes/No
Departures from recognized good practice/standards.	Yes/No
Where necessary, is medical surveillance carried out at least every 12 months?	Yes/No

Are health/medical surveillance records maintained as required (personal exposure of identifiable employee – 30 years; other records – 5 years)?	Yes/No
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London Housing Trust Health & Safety (Moving and Handling Operations Risk Assessment)

To be used in any situation where moving and handling of significant weight takes place			
Assessor name:		Assessment date:	
Reason for assessment:			
Task:		Location:	
Description of task:			
Frequency of task:		Equipment used:	
Personal protection:		Twisting or stooping:	
Load		Environment	
Weight:		Space:	
Size:		Levels:	
Shape:		Temperature:	
Handling points:		Humidity:	
External features:		Height:	

Internal features:		Stability:	
Individual Capability			
Name:			
Strength/height:			
Knowledge/training:			
Medical history:			
Clothing/equipment:			
Conclusions and recommendations:			



London Housing Trust Health & Safety (Equipment Risk Assessment – Part 1)

To be used to carry out an assessment on all of the equipment in London Housing Trust establishment			
Assessor name:		Assessment date:	
Information			General
Identify the equipment used:			
Personal care:			
Catering:			
Cleaning:			
Maintenance:			
Administration:			
Clients accommodation/Hostels			
Other (specify):			
Other (specify):			

Do any of the items of equipment identified require guards?	Yes/No
Do any of the items of equipment identified require specialized maintenance contracts?	Yes/No
Are employees trained in the use of the equipment, including emergency measures?	Yes/No
Are employees trained in respect of the necessary procedures concerning first aid?	Yes/No
Is adequate information and instruction available to employees regarding the risks, and precautions?	Yes/No
Is all the information, instruction and training reviewed and amended as appropriate, on a regular basis, and are refresher courses carried out?	Yes/No
Are there any changes in conditions or work processes likely which may alter the results of the assessment and require a new assessment?	Yes/No



London Housing Trust Health & Safety Policy and Procedure Equipment Risk Assessment – Part 2

To be used for each item of equipment identified in Part 1		
Information		Specific
Assessment		
Equipment under assessment, including location and quantity:		
Is this equipment, in the location specified, considered hazardous?		Yes/No
Will exposure occur through:	Operating the equipment?	Yes/No
	Using the equipment?	Yes/No
	Proximity to the equipment?	Yes/No
What groups of employees will be affected by use? (Use job titles)		
Will use of this equipment affect anyone else? (e.g. visitors)		Yes/No

How often does use occur?			
Daily	Weekly	Monthly	Other (Specify)
Control/Monitoring			
If use cannot be prevented, are adequate control measures available? (e.g. guards etc.)			Yes/No
Are all control measures tested as required by the Health and Safety regulations?			Yes/No
Do control methods meet the approved/recommended standards?			Yes/No
If necessary, is the control measure required approved by the HSE or does it conform to an approved standard?			Yes/No
Are all the employees trained in the use of the required control measures?			Yes/No
Are monitoring systems available to ensure measures are working properly?			Yes/No
Is monitoring carried out on a regular basis?			Yes/No

Are records of monitoring control checks and necessary repairs, etc. maintained? (to be kept for at least 5 years)	Yes/No
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London Housing Trust Health & Safety Risk

Assessment

Use this form to assess risk for areas or operations not covered by a specific risk assessment	
Process which presents a hazard:	
Frequency and duration of process:	
1. Identification of hazard.	
2. Who might be harmed – list groups of people who are especially at risk from the significant hazards which you have identified.	
3. Is the risk adequately controlled? List existing controls here or note where the information may be found.	
4. What further action is necessary to control the risk? List the risks which are not adequately controlled and the action you will take where it is reasonably practicable to do more. You are	

entitled to take cost into account unless the risk is high.	
Assessment performed by:	
Date:	
Next review date:	

London Housing Trust Health & Safety (First Aid Box Contents Checklist)

Use this form to regularly check the contents of First Aid

boxes

First Aid Box Location:

	Expiry Date		Dates checked					
Guidance Card.	N/A	N/A						
20 individually wrapped sterile dressings (assorted sizes).								
Two sterile eye pads, with attachments.								
Six individually wrapped triangular bandages.								
Six safety pins.	N/A	N/A						
Six medium sized individually wrapped sterile undedicated wound dressings (10cmx8cm).								
Two large sterile individually wrapped unmediated wound dressings (13cmx9cm).								
Three extra-large individually wrapped undedicated wound dressings (28cmx17.5cm).								
Other required equipment (specify).								
Checked by (initial):								

London Housing Trust Health and Safety (Fire Risk Assessment)

* This form may only need to be used only once – for a first-time review of premises			
Premises/area of premises:			
Date:		Assessor:	
Section 1 – Hazard		Comments & observations	
Electrical installation			
Condition			
Last inspected			
Portable appliances			
Last inspected			
Use of circuit breakers			

Heating	
Portable heaters	
Location	
Proximity of combustibles	
Fixed heating	
Flammable solutions:	
Storage	
Use	

London Housing Trust Health (Fire Risk Assessment – page 2)

Processes:	
Machinery (If Applicable)	
Materials	

Fire protection	
Fire extinguishment:	
Hand appliances	
Hose reels(if Applicable)	
Alarms	
Maintenance	
Means of escape:	
Fire exits	
Signs	
Evacuation drills	
Housekeeping:	
Removal of waste	

Smoking	
Storage arrangements	
LPG cylinders (if Applicable)	
Oxygen cylinders(If Applicable)	
Arson:	
Security	
External storage	
Waste skips	

London Housing Trust Health (Fire Risk Assessment)

Section 2 – Risk

Premises	
Combustible construction	
Combustible linings	
Exposure from adjoining premises	
Communication with adjoining premises	
Occupation of adjoining premises	
Fire plan	
Nominated personnel	
Adequately trained	

Fire brigade contact	
Further action required following findings from parts 1 and 2 above:	
In depth assessment:	
Remedial action:	
Other:	
Signed (assessor):	

Lone Working Policy and

Procedure

Purpose

- To comply with status, regulations and quality standards

Scope

- London Housing Trust establishment

Policy Introduction

London Housing Trust recognises that some staff are required to work by Themselves without close or direct supervision, sometimes in isolated work Areas or out of office hours.

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety artwork Regulations 1999, London Housing Trust has a duty of

care

To advise and assess risk for workers when they work by themselves in these Circumstances. However, employees have responsibilities to take reasonable Care of themselves and other people affected by their work. Additional information and guidance with regard to lone working has been produced and is available in the document "London Housing Trust Lone working Policy".

This Policy applies to all London Housing Trust employees including service users whose work may be described as Lone Working. It is also recognised that almost any member of London housing trust staff could become involved in lone working at any time. Supplementary information and guidance is also available on request.

- Frequently asked Questions on Lone Working
- Guide to Completing a Risk Assessment for Lone Workers
- Advice on Making home Visits Away From Your Office Base' Examples of Lone Working may include
- Where only one person is working in the premises
- Situations where people work separately from each other
- People working outside normal office hours
- Visiting tenant's home
- Working from home

It is London Housing Trust policy to:

- Provide risk assessment for lone work/working employees
- Provide lone working induction and training for all our staffs.
- Have an effective system for the reporting of incident/accident when visiting clients in their respective homes
- Check that action has been taken following receipt of lone working related an incident/accident
- Train staffs on how to report any incident/accident.
- Implement and manage the risk assessment for lone working/workers
- Risk assess the workplace, floating support services
- Implement customers/clients risk management plan
- Establish lone working risk rating through risk assessment process
- Identify and implement client risk management plan

- Establish duty system and emergency plan and procedure for lone worker
- Managing safeguarding adult at risk (SAAR) portfolio within London housing trust
- Implementing checklist and responsibility when lone working.
- Provide personal safety equipment as may be needed for all employees working alone
- Provide the means of communication in the event of emergency
- Train all lone working staffs to be at least emergency first aid competent

Procedure

- All London Housing Trust services to have an up to date risk assessment which covers lone working
- A local system in place within London Housing trust to ensure the whereabouts of all lone working and Staffs understand and use of the system
- The service risk assessment and relevant individual risk management plans reviewed and updated immediately whenever risks change
- Establish Lone working management plan e.g Lone working must not take place unless an up to date client's risk management plan has been completed and the risk rating says the staff may be lone worked
- Determine a risk rating, the support worker to review the contents of the risk management plan and any other relevant information, and make a decision on whether or not it is appropriate to work alone with the customer.
- Use the checklists to ensure that risks are minimised.

Lone Working – Understanding and Managing Lone working Risk

If lone working occurs in a service the service must have an up to date risk assessment. It is the London Housing Trust Operations Manager's responsibility to complete this and review it annually.

The Risk Assessment in the Workplace will set out:

- What are the lone working risks for the service – i.e. do support staff work alone, when, how often, where etc.)
- What is in place to manage these risks (i.e. duty call in/call out systems, customer risk management plans, communication systems etc.)
- What further actions are needed in order to reduce risk, who is responsible for these and when these will be put in place.

Risk Assessment in the Workplace (Accommodation Based Services)

The preventative measures to manage risk which may be deployed in scheme based services will vary according to the physical design and layout of the building, customer group and staffing model and level. The following measures will be deployed as a minimum standard in all accommodation based services where lone working occurs:

- All clients' risk management plans be up to date and reviewed in accordance with the Support Planning and Risk Management Procedure
- Access to the out of hours management on call service
- Effective partnership relationships with statutory and emergency services to ensure an immediate response to an emergency
- All staff know who to contact in an emergency
- All operational staff members must refrain from working in a way that is likely to put them at risk. This includes not working with anyone unknown (friends/visitors) who has not received a risk assessment
- A panic alarm installed in an office/meeting/key work room if necessary
- Agreed protocol about carrying out key working alone – i.e. members of staff sitting next to the door, other members of staff checking during the course of the meeting

Night working:

London Housing Trust Operations Managers must complete a Night Working Risk Assessment, should members of staff be lone working at night.

Risk Assessment in the Workplace: Floating Support Services.

The following preventative measures must be deployed in all floating support services where lone working occurs in an individual's home:

- All customer risk management plans must be up to date and reviewed in accordance with the Support Planning and Risk Management procedure.
- All risk alerts must be up to date on CIMS
- All staff must carry a mobile phone that is charged and accessible during their visit to the clients/service users visits.
- All London Housing Trust employee must comply with the duty system in place in their service - calling the designated duty worker when they begin and end a visit with a customer.
- If a worker becomes concerned about their safety or a customer's safety during their visit they must contact the operation Manager (**Winsome Chambers**) and/or the emergency services depending on the nature of their concern and the degree of seriousness.
- All London Housing Trust operational staff members must refrain from working in a way which is likely to put them at risk. This includes working with anyone unknown (friends/visitors) who has not undergone a risk assessment.
- When a support worker arrives at a customer's front door they must carry out a quick 'door-step risk assessment'. This entails re-assessing the support environment at every visit to ensure that new and emerging risks have been considered. Staff must always put their own safety first, and decisions made in



door stop risk assessments will always override previously completed assessments.

- In these occasions the customers risk assessment must be updated, before lone working is carried out again.

Customers/Clients' Risk Management Plans

- Lone working must not take place unless a customer/Clients risk management Plan been completed and a risk rating given(**see the attached documents**)
- All referrals to London Housing Trust must contain a risk assessment, either on the London Housing Trust referral form or the referring agency's form.
- Any concerns from the referral must be raised with the customer before they enter the service. Where there is a concern of risk, support worker/staff should speak to relevant external agencies to get as extensive understanding as possible regarding the risk of lone working with the customer/client.
- A risk management plan must be compiled within 24 hours of a customer taking up a service/contract with London Housing Trust. The management plan will set out what the assessed risks are, what is in place to mitigate these risks and what further work is needed in order to further manage the risk – with timelines set out.

Lone Working Risk Rating.

To determine a risk rating, the support worker must review the contents of the risk management plan and make a decision on whether or not it is appropriate to work alone with the Clients/customer.

London Housing Trust risk ratings are set out below:

Low Risk	Yes , an operational staff member may lone work with a client's/customer, including clients home.
Medium Risk	An operational member of staff may sometimes lone work with the Client/customer – for example, only in public spaces. Details of the risk and when, where and how lone working can occur must be included here.
High Risk	No , an operational member of staff may not lone work with the Clients/customer. Details of risk are needed along with details of how many members of staff should work with the clients, where and when this should occur etc.

This assessment should generally be carried out by two members of staff, including support worker with the operation manager.

The risk rating must be agreed with the support worker's and Operations Manager. The Lone Working risk rating should then be added onto the clients plan and entered onto the Clients Information Management System (CIMS).

The clients should be informed of the lone working risk rating, unless there is a clear and recorded risk related reason why they should not be informed.

The risk management plan will be then be reviewed within

- 7 days in clients accommodation based services
- 28 days in floating support services.

The Duty System and Emergency Calls.

London Housing Trust operations manager (**Winsome Chambers**) is responsible for establishing a local procedure to ensure the whereabouts of all team members are always known. As a minimum, the procedure would establish:

- The role of the duty desk and how staff will keep each other aware of their movements.
- The procedure to follow when a member of staff does not check in after a visit or interview.
- When the Police should be contacted.
- What a support worker and the Duty Worker should do in the event that a support worker is prevented from leaving the premises
- An emergency code word for staff to use to signal that they are in trouble but cannot contact the Police.
- If a support worker is working with a customer outside of normal office hours (09:00 – 17:00, they will be required to inform their **Duty Desk**. However prior permission to 'lone work' outside of these hours must be sought from the line manager.

- Prior to end of normal Duty Desk hours, the back up manager/team leader holding the mobile phone will agree with the operational staff member arrangements for arrival and departure from appointment.
- It is a requirement that support workers members call in at arrival and call out upon leaving appointment

Safeguarding Adults at Risk (SAAR).

It is important to recognise that “lone working” increases the potential for risk to customers from staff, it is therefore crucial that before working alone, London housing Trust employee must ensure customers/Clients are fully aware of the organisation’s policies and procedures regarding:

- SAAR
- Professional Boundaries

Operation Manager’s checklist for lone working.

- Conduct risk assessments for all lone working situations before allowing staff to engage in them.
- When staff are working with Client/customers, make sure they have all available information about the customer from relevant agencies.
- Ensure that all staff engaging in any form of lone working are familiar with organisational and local policies on lone working, and that they understand the provisions for their support by the organisation, including training available.
- Ensure that staff always check the customer’s Risk Management Plan to determine the risk rating prior to working alone.
- Ensure staff appreciate and take their responsibilities for their own safety seriously.
- Always advise staff to walk out of a situation that seems to be becoming hazardous, and interview the customer with two members of staff option where this seems safer.
- Conduct regular incident drills to ensure that staff are trained in how to respond to an emergency.
- Be aware that a member of staff who is experiencing personal or health problems may look more vulnerable to attack and be more vulnerable to distress following any incident. Provide appropriate support.
- Report any incident via Safeguard incident reporting system

Additional responsibilities where staff make home visits

- Establish a formal calling in/paging procedure, and ensure that staff are fully aware of it.
- Regular monitoring of visit scheduling should be performed, to ensure that the programme, duration and content of visits is reasonable and not putting either staff member or customer under unnecessary stress

- Where customer visits are required in locations assessed as presenting medium or high risk, visits should only be authorised during daylight hours, or with a two/three person team.
- Consider issuing portable personal attack alarms if necessary, and ensure that staff are trained in how to use them.
- Make sure staff have all relevant numbers and the means to contact the on-call manager
- Give staff the authority to arrange an accompanied visit, security escort or taxi if needed.

Staff Checklist and Responsibilities when Lone Working.

- London Housing Trust employees should take a number of steps to help ensure their own safety when lone working.

All employees should always:

- Read the lone working risk assessment in conjunction with the individual Clients/customer risk management plan.
- Take note where a Clients/customer file is flagged to denote that the customer is receiving Care Quality Commission regulated activities or that a current Safeguarding Adults at Risk case is open (or was closed in the last year).

On-site interviews

- London Housing Trust employees must be aware of the location of any emergency alarm buttons in interview rooms and report faulty alarms promptly.
- Ensure there is another member of staff who can be summoned in an emergency.
- If a conversation in an interview becomes heated, employee should try to diffuse the situation. If this is not successful, attempt to terminate the interview, calling on the help of a colleague as necessary.

Note:

If you London housing Trust employee feel that a customer is in a volatile or challenging state, avoid seeing the person on your own, regardless of what the lone working risk rating is, and arrange an alternative time or see them in a common area, e.g. reception.

Off-Site visits

- All London Hosing Trust employees should always advise their operation manager and the rest of the team of their visit schedules.
- Ensure you are familiar with the case history and any relevant risk assessments of the Clients/customers you intend to visit.
- Follow the local calling -in procedure at all times.

- Ensure your company mobile phone is kept on, is fully charged and accessible for emergency use.
- Always conduct an on-the-spot assessment of risk in order to identify any unexpected threat (these assessments do not need to be written. Listen to your instincts. You may decide not to go in or to leave immediately if the person is drunk or aggressive
- If you feel uncomfortable about the circumstances of the visit or the behaviour of the customer/clients, do not enter the property. Always remember you are the visitor.
- Say who you are, why you are there and show your London Housing Trust Identity card. Wait to be invited in, or ask if you may enter.
- Before you enter, check who you are talking to. Do not enter the house at all if the appropriate person is not available.
- Acknowledge that it is their territory; let them lead the way.
- If you feel at risk at any point during your visit, leave as soon as possible.
- Study your surroundings and be aware of exits. Check as you go in how the front door locks, to enable a rapid escape if needed. Ensure you can get out quickly if necessary – don't get trapped. Try to sit nearest the door.
- Take only what you need into the house. Do not spread your belongings around. You may need to leave in a hurry.
- Ask for dogs or other animals to be put in another room.
- Do not use the bedroom area or sit on a bed if at all possible.
- If you are prevented from leaving or threatened, stay calm and try to control the situation.
- Remain alert. Watch for changes in mood, movements or expressions.

General safety tips

- All London Housing Trust lone working staffs must use common sense when conducting visits, including not wearing obvious jewellery/carrying expensive looking accessories.
- If staffs have travelled to a visit by car, keep vehicle doors locked at all times, and park only in well-lit areas if it is likely to get dark before you finish your interview.
- Plan your journey in advance. Always give the impression that you know where you are going.
- Be aware of attitudes, traits or mannerisms which may irritate customers
- Valuables, such as wallets, should be kept in an inside pocket and secured. Try to keep your hands free.

- If staffs carry a handbag, use a small bag slung across your body under a jacket or coat, or a shoulder bag with a short strap and secure fastenings. Make sure it sits close to the body with the fastenings innermost.
- You are more likely to escape danger by wearing clothes you can move in easily and shoes that are comfortable. Walking quickly is usually safer than trying to run.
- Staffs must carry in your pocket a BT/mobile charge card, the telephone number to stop all your cheque cards, some change or a Travel card, and your keys.
- Whenever possible, all staffs should avoid walking alone at night. Keep too busy well-lit roads. Avoid poorly lit or little used underpasses.
- If you have to wait around, choose a well-lit, busy area and look confident and positive. Never accept lifts.
- Do not take short cuts, unless you know they are as safe as the longer route.
- If you think you are being followed, cross the road and keep walking. If you are still being followed, make for the nearest busy area, an open shop or a well-lit house and, if necessary, ask for help
- Staffs should avoid areas where you know groups of people loiter, such as pubs or clubs.

Post Incident

If an incident does occur when a support worker is lone working with a customer, the following must take place:

Debriefing	Talk through their experience as soon as possible after the event
Adjusting Work	Consider possible short or long term changes in the work that would benefit support the employees recovery, e.g. not going out on visits for a few days
Time Off Work	The operation manager may determine that a period of time off work is required, this must be agreed with the Senior Manager
Legal Help	If legal action will be taken, London Housing Trust will provide support
Police	Help reporting the incident to the police if the event warrants it
Counselling/Support	Direct the employee to the appropriate support services

Reassessment of the customer's risk assessment	Where an incident has occurred, the customer's risk assessment must be reviewed.
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ABOUT THIS POLICY AND PROCEDURE

Review Schedule

The Lone Working policy and procedure is currently scheduled for review by August 2016. However, it is a 'live' document, and will be amended (as and when necessary) to reflect any changes in legislation, regulation or good practice.

Other Associated Policies and Procedures

- Personal Care Policy
- Personal and Sexual Relationships Policy
- SAAR Policy
- Professional Boundaries Policy
- Support Planning and Risk Management Policy and Procedure
- Referral and Assessment Policy
- Risk Assessment in the Workplace Policy and Procedure

Equality and Diversity

This policy has been developed in a way that ensures it is in line with the latest legislation, good practice and guidance related to equality and diversity.

Where necessary an equality impact assessment will be used to ensure that the policy and its resulting practices do not have a discriminatory or undue negative impact on clients as a result of race, disability, gender, gender reassignment, age, sexual orientation, religion or faith, pregnancy and maternity.

Localisation of Procedures

This document details the procedures that should be followed in order to ensure that London Housing Trust employee undertake lone working in a safe environment. The procedure has been designed in such a way as to be applicable across the range of London Housing Trust services.

It is expected that all services work to the procedures set out in this document. Additional guidelines may however be devised to reflect a particular specialist service. Any local guidelines must be approved and signed off by Operation manager and the health and safety consultant.

Communicating the Policy and Procedure

Staff/Client/Service users

London Housing Trust management will ensure that all employees/clients/service users are aware of, and fully understand this policy and procedure through:

- Compulsory training as part of the induction programme.
- Regular updates in changes to practice and legislation in team meetings, supervisions, and casework management meetings with operation manager.

Customers /Clients

London Housing Trust will ensure customers/Clients are aware of this policy and procedure, what they can expect from it, and how it affects them, through:

- Introduction to key policies during their induction into the service.
- An accessible 'key policies' handbook, written for customers/Clients.
- Customer consultations when developing new/reviewing existing policies.
- Customer meetings.
- Ongoing discussions in key working session.

Procedure

Safeguarding Policy and

Purpose

- To comply with status, regulations and quality standards

Scope

- This policy applies to all employees, all Service Users and all visitors to the premises of London Housing Trust, and any premises in which their employees work. All London Housing Trust employees will have an understanding of this policy, other related policies and procedures, and understand their role in ensuring the safety of all persons in their care: They will receive mandatory training, relevant to their role, in safeguarding adults at risk. All staffs have a duty of care to ensure they act professionally and in confidence when concerns are raised regarding individuals who are recognised as adults at risk and where there is evidence of potential abuse, work along with Health care staff (If needed) to manage each case individually and professionally, seeking appropriate levels of consent and respecting the person's confidentiality and dignity when managing cases of concern.
 - London Housing Trust Staffs must refer to this procedure to ensure the correct actions are being taken and when referral is made to the police that the staff's actions does not compromise the case of concern and destroy evidence.
 - London Housing Trust Staffs have a responsibility to seek support through the operation manager when there are difficulties with a case or they need to seek advice in the management of a case. All staff have a responsibility to ensure



they inform the operation managers when they feel they do not have the necessary skills to identify potential abuse and the reporting mechanisms so that appropriate training and support can be offered.

- London Housing Trust Staffs have a responsibility to complete an incident form using the London Housing Trust incident reporting procedure (Safeguard).
- London Housing Trust Staffs should ensure that medical evidence is preserved and an operation Manager is alerted immediately if abuse is suspected. The operation managers Team must be informed in every case of suspected abuse arising during evenings, night's weekends and bank holidays.

MARAC is a multi-agency forum of organisations that manage high risk cases of domestic abuse, stalking and "honour" based violence. MARAC is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, probation, health, children and adults safeguarding, housing, substance misuse services, independent domestic violence advisors and other specialists from statutory and voluntary sectors.

Policy Introduction and procedure

The Adult Safeguarding Lead/operation manager will assist the staffs in meeting its statutory duties and responsibilities relating to adult safeguarding, Interpret national and local policy and best practice and advise accordingly. It will also contribute to the strategic planning of the arrangements, the delivery of the adult safeguarding strategic action plan which will be regularly updated to comply with national and local strategies and policies.

Definitions of Abuse (Adult)

Those who need safeguarding help are often elderly and frail, living on their own in the community, or without much family support in care homes. They are often people with physical or learning disabilities and people with mental health needs at risk of suffering harm both in institutions and in the community.

Safeguarding encompasses six key concepts: empowerment, protection, prevention, proportionate responses, partnership and accountability. Social care organisations play an important role in the protection of members of the public from harm and are responsible for ensuring that services and support are delivered in ways that are high quality and safe.

What is adult abuse?

Abuse is a violation of a person's human and civil rights by any other person. Abuse can take many forms which are described below:

Access for Adult Safeguarding procedures is for anyone who is not in a position to take care of their own needs or remain safe for short or prolonged periods of time.

Significant harm may include ill treatment, the impairment of, or an unavoidable deterioration in physical or mental health; and the impairment of physical, intellectual, emotional, social or behavioural development.

Abuse may consist of a single or repeated act. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or may occur when a vulnerable person is persuaded to enter into a financial, emotional or sexual transaction to which he or she has not or cannot consent fully. Abuse can occur in any relationship and may result in significant harm to, or exploitation of the person subjected to it.

Definitions of abuse (adult at risk)

In addition to definitions provided above, in the context of adult at risk the following outlines some of the main forms of abuse:

- Physical abuse, including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions
- Sexual abuse, including rape and sexual assault or sexual acts to which the vulnerable adult has not consented fully, or could not consent or was pressured into consenting
- Psychological abuse, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks
- Financial or material abuse, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits⁶
- Neglect and acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the

withholding of the necessities of life, such as medication, adequate nutrition and heating

- Discriminatory abuse, including racist, sexist, that based on a person's disability, and other forms of harassment, slurs or similar treatment. Neglect or poor professional practice can often develop into institutionalised abuse. Signs of institutionalised abuse are:
- Poor care standards, lack of positive responses to complex needs, rigid routines, inadequate staffing and an insufficient knowledge base within the service
- Unacceptable 'treatments' or programmes which include sanctions or punishment such as withholding food and drink, seclusion, unnecessary and unauthorised use of control and restraint over medication.
- Failures of agencies to ensure staff receive appropriate guidance on anti-racist and anti-discriminatory practice.

Domestic abuse

Domestic abuse is defined as physical, sexual, psychological, emotional, verbal or economic abuse. Domestic abuse is therefore coercive, intimidating behaviour used in order to establish power and maintain control in the context of a relationship, or a previous relationship. St Vincent's Housing has published policies and procedures for dealing with domestic abuse.

Child protection and Adult Safeguarding

There are times when individual situations cross the boundaries i.e. some instances of physical abuse in Adult Safeguarding maybe be domestic abuse but where the victim's vulnerability is related to a lack of capacity to make themselves safe, a child may have a parent who may be seen as vulnerable due to their mental capacity and hence their maybe concerns about their ability to keep their child safe.

Safeguarding Children

The safeguarding of children and young people is not a specialist activity, it is the universal responsibility of everyone and will remain at the heart not only of all services for children and their families, but services for adults who may care for or have contact with children. This responsibility extends beyond professional interventions across agencies, to include the aspirations and culture of the

communities within which children live, play and learn. The Safeguarding of children and young people incorporates their protection from harm with the promotion of their welfare. London Housing Trust

Recognising Abuse or Neglect

Who is a vulnerable adult?

A vulnerable adult is any person aged 18 years or over, who is, or may be, unable to take care of themselves or is unable to protect themselves against significant harm or exploitation. This may be because they have mental health issues, a physical or learning disability, visual or hearing impairment is frail or has an illness.

Why do we need to protect vulnerable adults?

Everyone has the right to live their lives free from abuse. People who would describe themselves or could be described as being a vulnerable adult must be treated with respect and dignity. Everyone should be able to choose how to live their lives independently and receive support to do this if required.

What is adult abuse?

Abuse is a violation of a person's human and civil rights by any other person. Abuse can take many forms as previously described.

Significant Harm' to a person?

Significant harm can be caused by one or more traumatic events or incidents that may impact on the independence, wellbeing and choice of the vulnerable person. Significant Harm includes ill treatment; the impairment of or, an avoidable deterioration in physical or mental health and impairment of physical, intellectual, emotional, social or behaviour development.

Preventing Abuse

People who may be at risk of being abused can often be those with poor health or an enduring long-term health condition; people who may have become increasingly socially isolated; who do not feel or have been made to feel that they are not part of their local community. There are three main strands that greatly contribute to the prevention of adult abuse:

- Staying healthy

- Social Inclusion
- Community Safety

Staying healthy: Being fit, well and healthy means people are much more likely to ensure their personal safety. Eating well and having access to the right services and medical care are all fundamental to the well-being of anyone and especially vulnerable adults who may need support to access such services.

Social Inclusion: The more socially isolated people become the greater they are at 'risk' from abuse from others. Discrimination and victimisation on the grounds of age, physical disability, learning disability, mental health, race or religion can isolate someone even further.

Community Safety: People who feel safe in their homes and the community are more likely to feel in control of their lives and take positive steps to ensure their personal safety. Door Step crime, distraction burglaries, rogue traders all affect vulnerable members of communities; this includes the people covered by adult safeguarding work.

Victims of adult abuse, where there maybe criminal offences may need the support of 'Witness Support Services' who are there to assist through the criminal justice system.

Positive action in the prevention of abuse is essential in enabling vulnerable adults to keep control of their lives especially at times when they are most risk of losing their independence due to abuse.

Staff, contractors, agency staff and volunteers at St Vincent's Housing are encouraged to consider these factors when they deal with the members of the public and make referrals immediately for advice and support if they suspect that there is a 'Safeguarding' concern.

Anti-social behaviour: In some cases St Vincent's Housing will use a combination of actions to protect someone if there are 'Safeguarding' concerns and may rely on powers available under Crime and Disorder legislation or other legal remedies which may provide protection to an individual.

If someone is found to be the perpetrating abuse then similar actions may be considered to prevent further abuse from occurring and to protect the victim.

Responding to Disclosure of Abuse



A person is more likely to disclose details or concerns about abuse to someone they trust and with whom they feel safe. By being open to listen and take seriously what a person is saying, you are already actively helping the situation. The following points are a guide to help you respond appropriately should a similar situation arise.

London Housing Trust Support staffs should Always:

- Record exactly what has been said to you as soon as possible
- Remain sensitive and calm about what you are hearing
- Reassure the person that they:
 - Are safe
 - Were right to tell you
 - Are not to blame
 - Are being taken seriously
 - Let the person talk – Do not interview or prompt
- Listen & hear, you must give the person time to say what they need to tell you
- Try to create a positive experience
- Explain that you must tell, but that the information shared will maintain confident and on a need to know basis only.
- Tell person what will happen next
- Reassure the person that they have done the right thing in telling and that it will be dealt with appropriately as quickly as possible
- Involve appropriate individuals immediately

Never:

- Question unless for clarification
- Make promises you cannot keep
- Rush into actions that may be inappropriate
- Make/pass a judgment on alleged abuser
- Say you don't believe them
- Take sole responsibility – you must consult the designated officer or you operation manager so you can begin to protect the person and gain support for yourself.

Reporting abuse:

**A. Lewisham Safeguarding Board**

32, Rushey Green
SE6 4JF.
T:02071381446.

B. London Borough of Lewisham Social Care Advice and Information

T: 020 8314 7777 (Lines are open Monday to Friday from 9am to 5pm)

E: SCAIT@lewisham.gov.uk

F: 020 8314 3012 or 020 8314 3014

To contact the team outside of the hours 9am to 5pm, please call 020 8314 6000

In an emergency always dial 999.

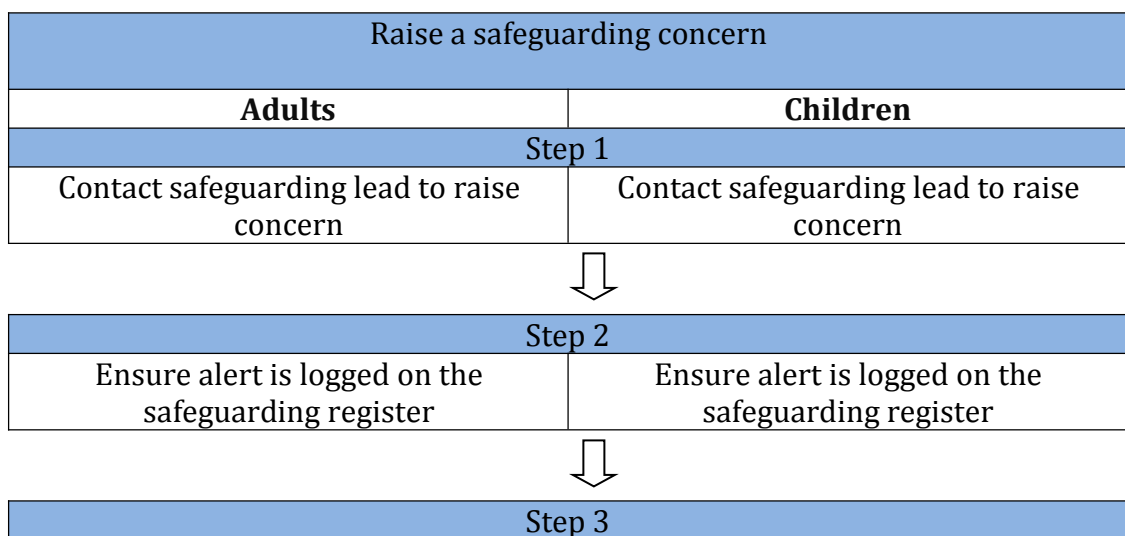
London Housing Trust Safeguarding Lead Officer; (Winsome Chambers.)

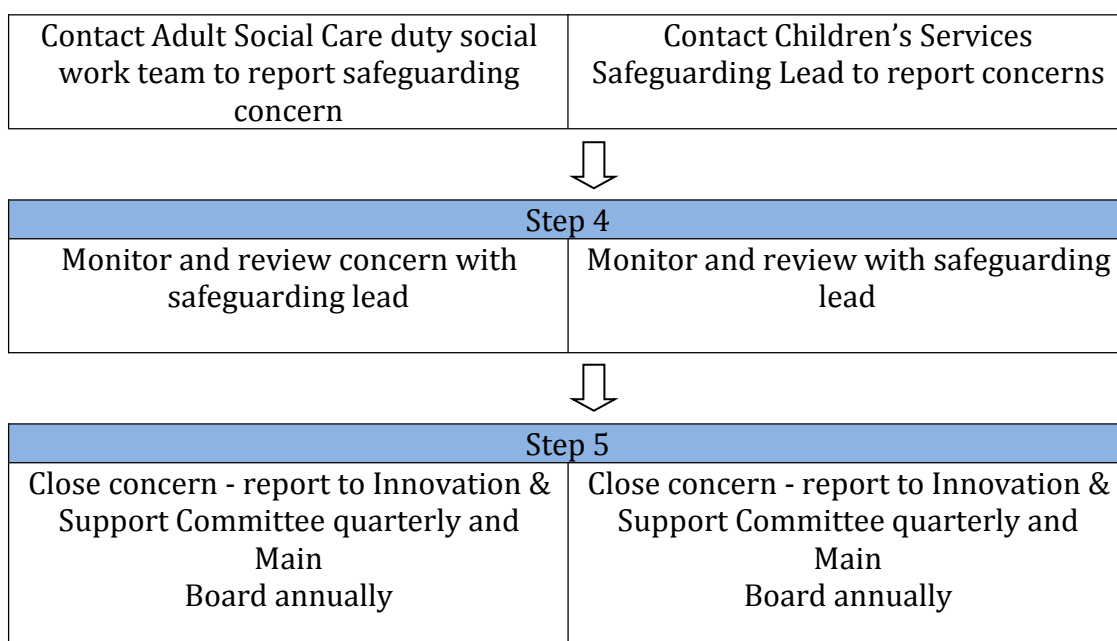
Head of Operations (Winsome Chambers) winsome@londonhousingtrust.org

Role & Responsibilities of the Safeguarding Lead Officers

The role of the London Housing Trust Safeguarding Lead officers is to offer support and guidance to in the following ways:

- To be a named contact to offer advice, guidance and support and to identify next steps
- To ensure that concerns are logged correctly and to support staff when making referrals to outside agencies if required
- To monitor the progress and response of referrals
- To monitor the safeguarding concern in conjunction with the staff member or referring agencies
- To offer support to escalate concerns in line with Local Authority escalation process
- To challenge decisions where necessary / appropriate
- To support the staff member to close the concern at an agreed point





Raising a Concern

If you have concerns regarding a person, it is not your responsibility to establish whether abuse is taking place, however, it is your responsibility to record and report any concerns regarding the safety and welfare of children, young people or vulnerable adults to the appropriate agencies by following the guidance below.

Vulnerable Adult

If you believe that a vulnerable adult is suffering or may be at risk of suffering significant harm, contact the Duty Social Worker at the appropriate Local Authority Adult Social Care Team.

Liaise with your designated Safeguarding Lead once you have logged your concern; review and monitor concerns and referrals on an individual basis with your Safeguarding Lead until no further action is necessary.

If you are unsure about whether you should formally log a concern or who to contact, you must seek guidance from the designated Safeguarding Lead.

Always keep a record of all contacts and referrals made in service records when raising a concern with Adults Services.

Support - Concerns around safety and wellbeing

Where there are concerns of a vulnerable adult's safety, wellbeing and the ability to take care of themselves, you should initially deal with this through support plans (where applicable) and by making the appropriate referrals to teams/agencies for additional support/services.

However, if you feel an assessment of a vulnerable adults needs is still required from Adult Social Care, a referral can be made by emailing/faxing 'For the Attention of the Duty Officer' stating details of your concern and reasons for requesting an assessment. This request must go to the Duty Officer at the team based in the area of the person's address or the area where their GP is located.

Safeguarding / Adult Protection - Concerns that a vulnerable adult is suffering or may be at risk of suffering significant harm

Some instances of suspected abuse require an urgent response, under these circumstances, follow the guidance below:

- If you suspect a serious criminal act has taken place telephone 999. Tell them if you think it might be adult abuse
- If the individual is injured seek immediate medical treatment. Tell the ambulance personnel or A&E staff that this is a potential adult abuse situation

Domestic Abuse Procedures

Where there are no children present within the family, domestic abuse concerns should be addressed using the MARAC (Multi Agency Risk Assessment Conference) procedures and by completing the MARAC 1 Risk Assessment tool.

If there are children present in the family who may be witnessing and affected by domestic abuse, the MARAC Risk Assessment 1 should be completed and these concerns must also be shared with Children's Services.

MARAC

The Multi-Agency Risk Assessment Conference (MARAC) is a multi-agency lead initiative and is chaired by the Police. It draws together the Police and partner agencies to provide a victim-focussed response to those most at risk from domestic abuse. It is a pro-active fortnightly meeting, which enables agencies to share information, in the interests of the protection of vulnerable people including victims. The MARAC itself does not carry out the agreed actions, but it facilitates better inter-agency working.

MARACs Referrals can be made using a common referral form and Risk Assessment document.

The referring agency should carry out the formal risk assessment of their case and upon meeting the MARAC threshold for high risk cases, the risk assessment and referral form should be returned to the address above.

Information Sharing and Confidentiality

Sharing information about adults

As a matter of good practice you should routinely gain written consent or documented verbal consent to share information from the person about whom the information is concerned.

You should not give assurances of absolute confidentiality where there are concerns about abuse as in circumstances where abuse is a criminal act or placing other vulnerable people at risk the information must be disclosed.

Allegations Made Against Staff

Initial Response to an Allegation or Concern

The member of staff who has received the allegation or who has a concern about a colleague or a member of staff from another organisation must immediately notify the designated Safeguarding Lead and or the relevant Assistant Director in all cases:

The member of staff should:

- Reassure the person they are right to report it
- Make a written record of the information of the initial report (where possible in the child/adult's own words, including the time, date and place of incident(s), persons present and what was said)
- If the allegation is about a staff member from another organisation ensure this is reported immediately to your Assistant Director or Safeguarding Lead.

The member of staff should not:

- Investigate, prompt or ask leading questions if seeking clarification
- Make assumptions or offer alternative explanations
- Promise confidentiality – however you can give an assurance that the information will be shared on a 'need to know' basis only.

Initial Action by the Assistant Director and/or Safeguarding Lead

When informed of a concern or allegation, the Assistant Director and Safeguarding Lead will instigate the following actions with the relevant Safeguarding Lead or a Senior Officer.

- Obtain written details of the concern/allegation, signed and dated by the person receiving the allegation (adult making the allegation).
- Confirm receipt of the information. Record any information about times, dates and location of incident(s) and names of any potential witnesses.
- Record discussions about the allegations, the adult and/or member of staff, any decisions made, and the reasons for those decisions
- If the adult has sustained an injury, liaise with the Adult Safeguarding unit and seek advice on medical assistance.
- If the Assistant Director decides that no further action is required the reason for that decision must be recorded and the written record sent to Local Authority

Designated Officer (LADO) and if relevant to the Disclosure and Barring Service 12

Consideration will be given to the following:

- Has the employee behaved in a way that has harmed a child/vulnerable adult, or may have harmed a child/vulnerable adult?
- The allegation is of a criminal nature against or related to a child/vulnerable adult?
- The employee has behaved towards a child or children/vulnerable adult or adults in a way that indicates s/he is unsuitable to work with children/vulnerable adults?

Dependant on the nature of the concern, the designated Safeguarding Lead or Assistant Director may advise or seek guidance from the Disclosure and Barring Service (DBS).

The DBS have responsibility to help prevent unsuitable people from working with children or vulnerable adults.

Helpline operators can be contacted through the helpline on 0870 909 0811 between the hours of 8.30am and 5.30pm or via email customerservices@db.sgs.gov.uk

Initial Consideration by the Assistant Director and the Local Authority Designated Officer (LADO)

There are up to 3 strands in the consideration of an allegation against an employee:

- A police investigation of a possible criminal offence
- Children's Social Care enquiries and/or assessment about whether a child is in need of protection or services
- Consideration by an employer of disciplinary action

Related policies & procedures

- Child Safeguarding Policy
- Domestic Abuse Policy and Procedures
- ASB Policy
- Whistle Blowing

Useful Website's for information

Blackburn with Darwen Council Adult Safeguarding

<https://www.blackburn.gov.uk/Pages/Safeguarding-adults.aspx>

Lancashire County Council Adult Safeguarding Team

<http://www.lancashire.gov.uk/corporate/web/?siteid=3552&pageid=10775>

Manchester City Council Adult Safeguarding Team

http://www.manchester.gov.uk/downloads/download/3961/safeguarding_adults_procedures_and_guidance13

Trafford Adult Safeguarding

<https://myway.trafford.gov.uk/i-need-help-with/keeping-peoplesafe/safeguarding-adults/safeguarding-adults/understandingsafeguarding/policy-and-procedures.aspx>

Calderdale Adult Safeguarding

<https://www.calderdale.gov.uk/socialcare/safeguardingadults/index.html>

Salford Adult Safeguarding



<http://www.partnersinsalford.org/adultsafeguardingboard.htm>

Disclosure and Barring Service

www.gov.uk/disclosure-and-barring-service

Warrington Adult Safeguarding

http://www.warrington.gov.uk/info/200497/safeguarding_adults/205/safeguarding_adults

Rochdale Adult Safeguarding

<http://www.rochdale.gov.uk/default.aspx?page=2309>

Bolton Adult Safeguarding

<http://www.bolton.gov.uk/website/Pages/Safeguardingvulnerableadults.aspx>

Social Care Institute for Excellence (SCIE)

<http://www.scie.org.uk/adults/safeguarding/>

Coordinated action against domestic abuse (CAADA)

<http://www.caada.org.uk>