



# Health & Safety Policy and Procedures

**Version:** 2025.1

**Review Date:** July 2026

**Approved By:** Board

**Applies To:** All client, staff, contractors and visitors of Aves Housing

## 1. Purpose

To provide a single, coherent framework for managing health and safety risks across Aves Housing properties.

This policy covers general workplace hazards, electrical safety (EICR), asbestos management, and supported-living specific controls.

It ensures safe, healthy working and living environments for employees, residents, clients and visitors by meeting statutory requirements and embedding robust risk-management, incident-reporting and continuous-improvement systems.

## 2. Scope

This policy applies to all Aves Housing employees, contractors, volunteers, clients and visitors in buildings under our control, where our staff deliver services. The areas covered include:

- Offices and communal areas
- Electrical installations and fixed wiring
- Asbestos-containing materials
- Water systems (including legionella control)
- Hazardous substances and chemicals
- Houses in multiple occupation (HMOs)

### 3. Legal Framework and Definitions

We comply with the following legislation and standards:

- Health and Safety at Work etc. Act 1974 for general duty of care.
- Electricity at Work Regulations 1989 and BS 7671 (IET Wiring Regulations) for electrical safety.
- Control of Asbestos Regulations 2012 for asbestos identification, management and removal.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013 for reporting work-related injuries and dangerous occurrences.
- Approved Code of Practice L8 (Legionella Control) for water system risk assessments and legionella prevention.
- Health Protection (Notification) Regulations 2010 for notification of notifiable infectious diseases.
- HMO Management Regulations 2006 for health, safety and management standards in houses in multiple occupation.
- Health and Social Care Act 2008 Code of Practice for infection prevention and control in care settings.
- Control of Substances Hazardous to Health (COSHH) Regulations for assessment and control of hazardous substances.

Key terms:

- EICR: Electrical Installation Condition Report assessing fixed wiring safety.
- ACM: Asbestos Containing Material.
- Risk Assessment: Systematic process to identify hazards and determine controls.
- RIDDOR: Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 for reporting work-related incidents.
- COSHH: Control of Substances Hazardous to Health Regulations for assessing and managing chemical risks.
- PAT: Portable Appliance Testing schedule to ensure electrical device safety.
- ACOP L8: Approved Code of Practice L8 for legionella control and water system risk assessments.
- HSWA: Health and Safety at Work etc. Act 1974 setting out employers' and employees' duties.
- HMO: House in Multiple Occupation governed by specific management and safety standards.
- Responsible Person: Designated individual responsible for water safety and legionella management.

### 4. Roles and Responsibilities

Board-Level Duty Holders (Safety Consultants - Glet)

- Provide strategic oversight, legal compliance and annual policy review.

#### Compliance Manager

- Maintain this policy, schedule and review EICR and asbestos surveys and reports.
- Allocate resources for training, equipment and digital systems.
- Coordinate external audits (ISO 45001 or SSIP) every 12 months.

#### Health and Safety Lead

- Conduct general H&S audits and incident investigations.
- Chair quarterly Health & Safety Management Meetings.

#### HR Lead & Office Manager

- Deliver staff induction, refresher training and performance monitoring.
- Maintain the internal register of role-holders.

#### Managers & Supervisors

- Communicate planned shutdowns and onsite risks.
- Conduct daily/weekly safety checks and report via Aves Console.

#### Electrical Contractors

- Perform EICR inspections, remedial works and submit certificates.

#### Asbestos Contractors

- Carry out surveys, removal or encapsulation and provide clearance certificates.

#### All Staff and Contractors

- Follow procedures, use PPE, report hazards immediately and attend required training.

## **5. Risk Management Process**

Identify hazards through inspections, surveys and feedback.

Assess each risk's likelihood and severity.

Implement controls following the hierarchy: elimination, substitution, engineering, administration and PPE.

Monitor effectiveness via audits, inspections and incident reviews.

Review and update risk assessments annually or after significant change.

## **6. Fire Safety**

Maintain a Fire Risk Assessment (FRA) for every building, reviewed and signed off annually.

Develop Personal Emergency Evacuation Plans (PEEPs) for staff or residents needing assistance.

Log inspections and maintenance of fire doors, alarm call points, panels, batteries, emergency lighting and exit signage.

Deliver fire-safety training covering alarm response, use of firefighting equipment (for trained personnel) and assembly-point procedures.

## **7. Accident & Incident Reporting**

Apply RIDDOR 2013 criteria for reportable injuries, diseases and dangerous occurrences.

Report all qualifying incidents via the HSE online portal.

Retain digital records of accidents and investigations for at least five years.

Review incident trends quarterly at Health & Safety Management Meetings.

## **8. Legionella & Water Hygiene**

Maintain a written water-hygiene scheme under ACoP L8.

Log monthly hot and cold water temperature checks and flush little-used outlets quarterly.

Arrange an annual professional risk assessment by a qualified water-hygiene engineer.

Take immediate corrective action for temperatures outside 20–50 °C.

## **9. Gas Safety**

Arrange annual inspections of all gas installations and appliances by a Gas Safe registered engineer.

Issue Landlord's Gas Safety Records within 28 days of each inspection.

Store inspection certificates and records of remedial works in a central digital log.

## 10. Electrical Safety & EICR

### 10.1 Inspection Schedule

Installation Type	Maximum Interval	Trigger for Shorter Interval
Standard domestic wiring	5 years	None
High-risk or communal areas	3 years	Vulnerable occupants or prior C2/C3 findings
Temporary installations	As advised	Before commissioning

### 10.2 Remedial Actions

- C1 (danger present): isolate immediately and issue prohibition notice until fixed.
- C2 (potentially dangerous): plan remedial work within 28 days, with Compliance Manager approval.
- C3 (recommended improvement): log and schedule before the next full inspection.

### 10.3 Communication and Records

Notify residents and staff of planned shutdowns at least five working days in advance.

Record all EICR certificates, defect logs and completion confirmations in the digital compliance system.

## 11. Asbestos Management

### 11.1 Survey and Register

Survey Type	Purpose	Frequency/Trigger
Type 2 (Management)	Identify ACMs non-intrusively	Annual review or building change
Type 3 (Refurbishment/Demolition)	Locate ACMs in work areas	Before any invasive work

Record all findings in the Asbestos Register within five working days of survey completion.

### 11.2 Control Measures

No intrusive work on known or suspected ACMs without a Permit-to-Work.

Licensed contractor to oversee removal or encapsulation.

Display warning signage and secure areas until a clearance certificate is issued.

### **11.3 Training and Awareness**

Deliver annual asbestos-awareness training for staff and contractors.

Run pre-start briefings for projects with potential asbestos disturbance.

Provide residents with a summary of the Asbestos Management Plan upon request.

## **12. COSHH & Chemical Handling**

Follow the COSHH hierarchy: elimination → substitution → engineering → administration → PPE.

Maintain Safety Data Sheets for all hazardous substances for at least five years.

Review COSHH risk assessments annually or whenever processes change.

Use only chemicals approved by Safety Consultants and never mix incompatible products.

## **13. General Health & Safety Controls**

- Fire safety: regular drills, alarm testing and escape-route inspections.
- Manual handling: risk assessments, safe lifting procedures and mechanical aids.
- Working at height: permit-to-work, edge protection and harness systems.
- PPE: provide, maintain and enforce correct use.
- First aid: trained first-aiders and stocked stations in each building.

## **14. Safeguarding & Resident Welfare**

Establish robust safeguarding procedures and referral pathways to protect adults at risk from abuse or neglect.

Implement CCTV, secure access controls and personal alarm systems to balance security with privacy.

Ensure governance of safeguarding aligns with the National Statement of Expectations for supported housing.

## **15. Infection Prevention & Control**

Develop written protocols for hand hygiene, sharps management, laundry, waste disposal and PPE use.

Maintain outbreak management plans (e.g. flu, norovirus, COVID-19) with isolation procedures and reporting lines.

Conduct regular environmental cleaning audits in line with the Health and Social Care Act 2008 Code of Practice.

Deliver annual infection-control refresher training for all staff.

## **16. Medication Management**

Implement controlled procedures for ordering, storing, administering and auditing medicines, including PRN ("as required") protocols.

Assess staff competence and log near-misses or errors for continuous improvement.

## **17. Lone-Worker & Personal Safety**

Carry out lone-worker risk assessments and issue mobile duress alarms for night-staff or one-to-one support.

Define clear check-in/check-out routines, GPS-enabled devices and escalation procedures.

## **18. Equipment & Moving-and-Handling Safety**

Perform risk assessments for hoists, slings and mobility aids with scheduled inspections.

Provide competency-based manual-handling training and mechanical aids.

## **19. Environmental Hazard Management**

Inspect windows (restrictors), communal walkways, lighting and flooring to prevent slips, trips and falls.

Maintain COSHH registers and safe-use procedures for cleaning chemicals, aerosols and disinfectants.

## **20. Training, Awareness & Competence**

All staff complete a comprehensive induction covering core H&S, electrical safety basics and asbestos awareness.

Deliver role-specific refresher sessions:

- Fire wardens and first aiders every 12 months
- COSHH and manual handling every two years
- Legionella and gas-safety fundamentals every 12 months

## **21. Monitoring, Auditing & Review**

Quarterly audits of EICR and asbestos records by the Health & Safety Committee.

Review incident reports and near-miss logs monthly to identify trends.

Track KPIs:

- 100% on-time EICR renewals
- Zero overdue asbestos surveys
- Completion of remedial actions within agreed timescales

## **22. Policy Review**

This policy will be reviewed and re-approved at least annually, or sooner following significant legislative changes, serious incidents, audit findings or the introduction of new services, premises or major equipment.