



THE ROYAL BOROUGH OF
**KENSINGTON
AND CHELSEA**

Housing Management

Health, Safety & Wellbeing Policy

January 2022

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Responsible Officer	Housing Management Head of Health, Safety and Resilience
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This is the Health Safety & wellbeing Policy, incorporating the Health and Safety Management System framework, of The Royal Borough of Kensington, Housing Management and should be read with the Corporate Health & safety Policy document located on KCnet.

Statement of Intent

As Housing Management, we are committed to the health, safety and welfare of our staff, residents, contractors and others who may be affected by its undertaking. Housing Management Services recognises and accepts its responsibility as an employer and a landlord for the duties placed upon it by the Health and Safety at Work etc. Act 1974 (HSW Act) and subordinate legislation.

To demonstrate how important this is for us, this keystone policy is approved by our Housing Management Team signed by the Director of Housing Management. Specific responsibility for health and safety oversight assigned to the Assistant Director of Property, supported by the HM Head of Health, Safety & Resilience.

The Housing Management Team (HMT) are committed to raising and maintaining Health and Safety standards.

To this end, Housing Management Services aims to achieve the following objectives:

- As a minimum, meeting all legal requirements relevant to health and safety. It is recognised that health and safety management should be an integral part of all planning activities;
- Adoption and promotion of best practice in all aspects of health and safety at work where it is reasonably practicable to do so;
- Provide adequate control for health and safety risks arising from its work activities;
- Consult with colleagues and their representatives, and residents on matters of health and safety;
- Provide and maintain a safe and comfortable physical environment, safe plant and equipment;
- Ensure the safe use of hazardous substances;
- Provide suitable information, instruction, training and development, and supervision of colleagues and residents, where appropriate;
- Seek to prevent all occurrences of work-related accidents and ill-health by increasing reporting of hazards and implementing suitable controls;
- Maintain safe and healthy working conditions, and improve comfort where practicable;
- Cooperate with other organisations and persons involved in its work activities to help ensure the mutual health and safety of all concerned;
- Seek to continually improve its performance in the areas of health and safety;
- Review and revise this policy at regular intervals.

Details of organisational arrangements for managing health and safety accompany this policy and are held on SharePoint.

Director of Housing Management Executive Commitment

I confirm that myself and the rest of the Housing Management Team endorse this Policy and Health and Safety Management System and that I am fully committed to supporting its implementation and success in reducing health and safety risk as far as reasonably practicable.

Doug Goldring
Director of Housing Management

January 2022

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1 SECTION ONE – INTRODUCTION

The Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999 require the employer to identify the organisational arrangements for implementing its health and safety policy. This document forms part of Housing Management Services' organisational arrangements for managing health, safety and welfare. It is not exhaustive as some specific topics (e.g. Asbestos) have separate arrangements. The aim of this document is to ensure that employees and all other persons using or working on Housing Management premises, and/or who are affected by its undertakings are aware of their health and safety responsibilities.

General requirements

Everyone employed by Housing Management Services or working on its premises has a responsibility to work with due regard for the health and safety of themselves and those around them.

2 SECTION TWO - SCOPE

We recognise that we have both landlord and employer responsibilities. The scope of our Health and Safety Management System covers activities and responsibilities for the management of housing stock, community premises, and workplaces that present health and safety risks to occupants and those who work in or on them.

Housing Management's Health, Safety and Wellbeing Policy will both complement and be subordinate to the Royal Borough of Kensington & Chelsea Corporate Health & Safety Policy and shall include the activities, products and services within our control or influence that can impact our H&S performance.

It will be extensive enough to address risks arising from external and internal issues, and broad enough to take into consideration needs and expectations of our residents, customers, workers and interested parties.

3. SECTION 3 – ROLES AND RESPONSIBILITIES

The following individuals and groups have responsibilities for managing health, safety and welfare as outlined below. Note that for some individuals more than one section may apply:

Chief Executive

The Chief Executive has overall accountability for applying RBKC's Corporate Health & Safety Policy across the Council and for ensuring that all the relevant and appropriate matters are brought to the attention of Elected Members.

All members of his Senior Management Team will ensure the provision of adequate resources in relation to health and safety in their departments, maintain a workforce with the relevant skills and training, establish effective communication, and integrate health and safety into their business activities; reporting both quarterly and annually to the Corporate Safety Board as described within the Corporate Health & Safety Policy – Process for monitoring compliance.

Director of Housing management

Reporting to the Executive Director for housing & Community Investment the director of Housing Management has overall responsibility for building safety of the Councils social housing, and associated community and resource centres, and ensuring that any accommodation in which Council's tenants are placed have appropriate safeguards in place. This includes overseeing the day-to-day management of the housing stock.

This includes a requirement to ensure that adequate resources are allocated to managing health and safety compliance across all areas (including management of fire safety, asbestos, electrical, water, lifts, gas, and construction) including ensuring:

- Adequate staff with relevant skills and training are in place to manage and oversee compliance, works to buildings and facilities management.
- Adequate processes and procedures are in place to manage health and safety compliance in accordance with health and safety legislations, approved codes of practice, relevant guidance, and the Council's premises manager procedure.
- Health and safety performance are suitably monitored and reported to senior management and also the Corporate Safety Board.
- Contracts that deliver services on the Council's behalf are done so safely and in compliance with health and safety regulations.
- That works to buildings and services are undertaken safely and do not create hazards.
- That members of the public, staff and contractors are not unnecessarily exposed to risk.
- Tenants are communicated with about health and safety hazards, controls to mitigate risk and works on their homes and it is easy for them to raise concerns.
- Any significant compliance failures are highlighted with the Corporate Health and safety Team.

- While authority can be assigned within Housing, ultimately HMT is accountable for the functioning of its Health and Safety Management System.

The Director of Housing has the legal responsibility for the health, safety and welfare of all Housing's employees, residents and other relevant third parties who are connected in any way with our work activities. The Director shall ensure:

- that safety management within Housing Management is suitable and sufficient;
- that due consideration is given to health and safety throughout all Housing Management ' operations;
- that due consideration is given to health and safety in all decisions made by HMT;
- that health and safety is encouraged and fully supported by all Senior Managers

The Director of Housing will make his plans and intentions for health, safety and welfare clear through a signed and dated statement of commitment and will ensure that this is annually reviewed and will ensure that:

- Leadership principles are understood by all assistant directors and heads of service and acted upon to ensure health and safety protection and performance throughout housing.
- Business decisions do not overlook the importance of good health and safety management and that adequate resources are assigned for such purposes.
- Management systems and practices are in place to deliver health and safety with the aim of protecting people and ensuring risks are dealt with sensibly, responsibly and proportionately.
- Specifically, the Director of Housing will:
 - Chair the meeting of the Health and Safety Committee
 - Chair the meeting of the Resident safety Board
 - Ensure sufficient health and safety resources are available to the organisation
 - Monitor Health and Safety performance of the organisation
 - Be aware of any legal and regulatory changes and amend the policy as and when necessary. As a result instigate the necessary changes throughout the organisation.
 - Promote an interest and enthusiasm for health and safety matters throughout the organisation
 - Ensure that Assistant Directors, Heads of Service and Managers and employees are aware of their responsibilities and implement the requirements of this policy and Health and Safety Management System and work in collaboration with others.
 - Ensure that suitable and sufficient emergency preparedness arrangements are in place and kept under review.
- Assistant Directors, Heads of Services will:
 - Ensure that they fulfil their first, second and/or third line of defence duties.

- Ensure that the health and safety organisation and Health and Safety Management System are clearly understood by their staff and that there is compliance with the policy and Health and Safety Management System. They will make the Director of Housing aware of any changes required to the overall arrangements, or of any known 'risk of failure' at corporate level.
- Manage, implement, plan and monitor the Health and Safety Management System throughout the Service, including the adequate provision of resources. Any issues arising from these arrangements to be followed up in a timely manner.
- Lead by example and ensure that they are perceived to be proactive in all health and safety matters.
- Be responsible for the provision of adequate resources (funds, time and commitment) through which the aims of the Health and Safety Management System may be achieved.
- Ensure that operations under his/her direct control are planned, operated and documented, such that the risk of loss, physical, financial, environmental or reputational, is minimised.
- Head of Health, Safety & Resilience for Housing Management will:
 - provide competent advice on health and safety issues as required by the Management of Health & Safety at Work Regulations;
 - be responsible for providing a comprehensive safety advisory service to HMT, and all other employees. This will include planning for health and safety in order to identify risk, set priorities and establish adequate performance standards in order to comply with safety legislation;
 - be responsible for developing the Health and Safety Policy and Health and Safety Management System for compliance with health and safety legislation and where appropriate will co-ordinate organisation-wide initiatives for improving health and safety standards;
 - advise the HMT on their responsibilities and duties under safety legislation and bring to their attention any matters that affect the operation of the organisation.
 - Will maintain effective communication and co-operation with the Corporate Health & Safety Team.
- Health, Safety & Resilience team will:
 - develop a positive attitude to health and safety matters, by advising on and encouraging an effective health and safety management culture throughout the organisation;
 - assist senior management with the implementation of safety legislation and recommend working methods for compliance;
 - carry out inspections and independent monitoring of the organisation activities and report on the findings;
 - assist the organisation in incident inquiries, and offer advice on measures to prevent re-occurrence;

- assist with identifying and securing a structured programme of training to help the organisation understand and implement their responsibilities;
 - interpret new safety legislation or changes in existing legislation;
 - carry out regular critical friend reviews to ensure that only safe and healthy methods of work are in operation and that all regulations are being observed;
 - inform the Health and Safety Executive (HSE) of all reportable incidents. Conduct inquiries into reportable incidents or dangerous occurrences and recommend means of preventing re-occurrence;
 - supervise the recording and analysis of information on injuries and ill health, assess incident trends and review overall safety performance;
 - attend Health and Safety Committee meetings as required.
- Line Managers will:
 - lead the planning and control of health and safety requirements for their service based on the outcomes of risk assessments ensuring that relevant staff are involved in this activity;
 - manage all significant hazards and risks identified as part of the risk assessment process ensuring that risk assessments are suitable and sufficient and control measures reduce the risk as low as reasonably practicable;
 - review risk assessments and controls;
 - complete an induction for all new staff which will include an awareness of the Health and Safety Management System, risk assessments, precautions and procedures applicable to their job role including lone working and emergency procedures;
 - identify training (health and safety) requirements and feed these into the organisational learning and development programme;
 - involve staff in health and safety concerns and provide such information, instruction and training to enable them to carry out their duties efficiently, effectively and above all safely;
 - ensure all plant, workplace equipment and personal protective equipment provided is 'fit for purpose'. They will ensure that staff are trained in its effective use and that it is regularly inspected and maintained by a competent person, who will retain records of inspections.
- Human Resources will:
 - provide support and guidance to staff on the approach to health and wellbeing;
 - arrange and commission Occupational Health (OH) Services and ensure these are managed effectively. Services to include health surveillance for specific groups of staff, assistance with health promotion and staff education, vaccination (optional), basic counselling and specialist comprehensive medical advice on all Occupational Health issues including mental health and work-related stress management;
 - raise awareness amongst all staff of the importance of work/life balance and the opportunities to achieve this with the organisation;
 - effectively and efficiently deliver an excellent service to staff related to their health (mental and physical) and well-being;

- provide and manage a range of health and safety training courses across the organisation.
- Employees will :
 - be actively involved in health and safety issues whilst at work;
 - take responsible care of their own health and safety and that of others who might be affected by their actions or omissions;
 - co-operate with management by working in accordance with health and safety procedures, instructions and/or training received, especially in the use of equipment. They are not to undertake a task for which they have not been authorised and for which they are not adequately trained or competent;
 - wear personal protective equipment (PPE) that has been identified and provided, and keep this in good condition. Staff are not allowed to dispense with the use of PPE without the express permission of their Line Manager;
 - bring to the attention of their Manager any perceived shortcomings in safety arrangements, any defects in equipment or other hazards or dangers immediately or as soon as it is safe to do so;
 - co-operate in health and safety inspections, risk assessments and incident inquiries as required;
 - adhere to the code of conduct which includes health and safety. Any employee who intentionally or recklessly misuses anything supplied for health and safety will be subject to disciplinary procedures;
 - attend and undertake all health and safety training as required.
- Trade Union and other staff Safety Representatives will:
 - conduct inquiries into complaints, possible hazards and dangerous incidents and raise these with relevant management;
 - carry out regular inspections of the workplace and workplace risk assessments;
 - accompany an inquirer during an inquiry;
 - represent their members in health and safety consultations with the employer;
 - make representations to the employer on general matters affecting health, safety and welfare at work.

4. Consultation and Participation

We shall establish, implement and maintain processes for consultation and participation of workers at all applicable levels and functions, including workers' representatives, in the development, planning, implementation, performance evaluation and actions for improvement of the Health and Safety Management System.

We shall:

- operate and maintain a H&S Committee for consulting staff-facing H&S matters;

- operate and maintain a Resident Safety Board for consulting on resident-facing H&S matters.
- provide mechanisms, time, training and resources necessary for consultation and participation;
- provide timely access to clear, understandable and relevant information about the Health and Safety Management System;
- determine and remove obstacles or barriers to participation and minimise those that cannot be removed;
- emphasise the consultation of non-managerial workers on the needs and expectations of interested parties; establishing the H&S policy; assigning roles, responsibilities and authorities; how to fulfil legal and other requirements; establishing H&S objectives and planning to achieve them; determining controls for outsourcing, procurement and contractors; and ensuring continual improvement;
- emphasise the participation of non-managerial workers in the following: identifying hazards and assessing risks and opportunities including actions to eliminate hazards and reduce risks; determining competence requirements and training needs, training and determining what needs to be communicated; conducting inquiries into incidents and nonconformities and determining learning opportunities.

5 Resident Involvement and Consultation

- 11.1 [In order to achieve good governance and fulfil the principles of, and commitment to a collaborative and meaningful decision making process, consultation and/or engagement with relevant 'stakeholders', interested parties and/or Ward Councillors should take place]

6 Equalities Statement

The Council is committed to promoting fair and equal access to services and equal opportunities in employment, the procurement of goods and as a community leader. The Council's policies, procedures and day to day practices have been established to promote an environment which is free from unlawful and unfair discrimination, while valuing the diversity of all people.

Discrimination on the grounds of race, nationality, ethnic origin, religion or belief, gender, marital status, sexuality, disability and age is not acceptable: the Council will take action to ensure no person using the council's premises or services receives less favourable treatment or is disadvantaged by requirements or conditions that cannot be justified. The Council will tackle inequality, treat all people with dignity and respect and continue to work to improve services for all service users.

The legal framework for the Council's approach is provided by the Equality Act 2010 and specifically by the Public Sector Equality Duty, under which a public authority must work consciously to eliminate discrimination, harassment, victimisation and to advance equality of opportunity and foster good relations between people with differing characteristics.

Further detail on the Duty, and the Council's approach to fulfilling its requirements, can be found at www.rbkc.gov.uk.

7 GDPR and Data Protection Act 2018

As a directorate of RBKC, Housing Management shares the commitment to ensure that all data is:

- processed lawfully, fairly and in a transparent manner
- collected for a specific and legitimate purpose and not used for anything other than this stated purpose, or as provided for in our privacy and fair processing notices
- relevant and limited to whatever the requirements are for which the data is processed
- accurate, and where necessary, kept up to date. Any identified inaccuracies will be amended or removed without undue delay
- stored for as long as required, as specified within RBKC's Records Retention policy
- secured with appropriate solutions, which protect the data against unauthorised or unlawful processing and accidental loss, destruction or damage.

For further information about the Council's commitment to the General Data Protection Regulations (GDPR), visit the Council's website at www.rbkc.gov.uk.

8 Version Control

Version	Purpose	Author	Date
1.	Health Safety & Wellbeing Policy	Al Parry	21.06.2019
1.2	Health Safety & Wellbeing Policy	Al Parry	February 2020
2	Draft Health Safety & Wellbeing Policy	Y Sajadah	Sept 2021
2.1	RBKC HM Health Safety & Wellbeing Policy	Y Sajadah	Jan 2022

