

## Policy & Procedure for CESSA Housing Staffs

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### **B 2H - HEALTH & SAFETY (HOUSING)**

Author: HSM  
Approved: CEO

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#### **Policy**

This is the Health and Safety Policy of: CESSAC & CESSA HA (regarding Housing and Head Office).

Our statement of general policy is:

- To provide adequate control of health and safety risks arising from our work activities.
- To consult with our employees on matters affecting their health and safety.
- To provide and maintain safe facilities and equipment.
- To ensure safe handling and use of substances.
- To provide information, instruction and supervision for employees.
- To ensure that employees are competent to do their tasks, and to give adequate training.
- To ensure that individual risk assessments are carried out when necessary for all employees.
- To prevent accidents and cases of work-related ill health.
- To report on serious accidents or near misses to RIDDOR if required.
- To maintain safe and healthy working conditions.
- To carry out all annual Fire Risk Assessments as required.
- To review and revise this policy as necessary at regular intervals.

*Joseph Petty*

Lt Col (Retd) Joseph Petty  
Chief Executive Officer

## **Procedure**

### **Responsibilities:**

1. Overall responsibility for health and safety is that of: The Chief Executive Officer (CEO)
2. Day-to-day responsibility for ensuring this policy is put into practice is delegated to the Housing and Services Manager (HSM).
3. To ensure that health and safety standards are maintained, the following people have responsibility for the following areas:
  - CESSAC House                      The Scheme Manager.
  - Dhekelia Court                      The Scheme Manager.
  - Glamis Court                      The Scheme Manager.
  - St George's Court                      The Scheme Manager.
  - Trafalgar Court                      The Scheme Manager.
  - Head Office                      The HSM.
  - Greenwich Court                      The Scheme Manager.
  - Greenwich Place                      The Scheme Manager.
  - Trafalgar Quarters                      The Scheme Manager.
4. All employees have to:
  - Co-operate with supervisors and managers on health and safety matters
  - Ensure that they do not interfere with anything provided to safeguard their health and safety
  - Take reasonable care of their own health and safety
  - Report all health and safety concerns to an appropriate person as detailed above.
  - **Remember health and safety is everybody's business**

**Health & Safety Risks Arising From our Work Activities.** Fire Risk assessments will be organised by the HSM and general Risk assessments will be carried out internally as required:

- The findings of the risk assessments will be reported to the Director of Housing (DoH).
- Action required to remove or control risks will be approved by the DoH subject to normal budgetary and operating procedures, consulting with the CEO when necessary.
- The HSM will arrange for maintainers, other staff or contractors to undertake the necessary work or to implement the modifying of practices. He will ensure that such actions have indeed removed or the risks reduced.
- Assessments will be reviewed annually.

**Consultation with Employees.** Employee Representatives, appointed with the agreement of the local staff, are the same as at para 3:

**Safety Equipment Plant & Vehicles.** The HSM will be responsible for identifying all equipment, plant and vehicles needing maintenance. He is also responsible for ensuring that effective maintenance procedures are drawn up and that all identified maintenance is implemented.

He is assisted in the maintenance of passenger lift machinery by commercial lift specialists who are contracted for routine inspections, servicing, testing and overhaul. Similar arrangements are in force for fire-fighting equipment, fire detection systems, warden call systems and Gas Safe (Boilers and Plant). Details of the various contractors are held at Head Office.

Any problems found with machinery or equipment should initially be reported to one of the two Maintainers who can decide on further action needed.

The HSM will ensure that new equipment, plant and vehicles meet health and safety standards as far as reasonably practicable.

**Safe Handling of Substances (Control of Substances Hazardous to Health Regulations (COSHH) 2002).**

The HSM will be responsible for identifying all substances that need a COSHH assessment and undertaking that assessment utilising data supplied by the manufacturer through the wholesaler. He is to check that new substances are safe to use before they are purchased.

In the housing sites these substances will generally fall under the heading of domestic cleaning materials or decorating/maintenance substances. The Scheme Managers are responsible for ensuring that all actions identified are carried out in respect of cleaning materials and that the employees are informed of the assessments. Maintainers have a similar responsibility in respect of decorating/maintenance substances. Assessments will be reviewed annually or when there is any significant change in working activities.

**Information Instruction and Supervision.** The Health and Safety Law Poster is to be displayed as follows:

- Sheltered Housing schemes – in the vicinity of the Scheme Manager's office.
- Head Office - first floor landing.

Health and Safety advice is available from the HSM. If required they will consult specialists.

The Scheme Manager will arrange supervision of trainees with advice from the HSM if required. The organisation does not normally employ Young Workers. Should this occur, specific arrangements for their supervision are to be made by the HSM appropriate to their area of employment.

Special consideration must be given to female staff who are pregnant. As soon as a member of staff becomes aware of pregnancy they should inform the HSM (via the Scheme Manager if appropriate). If necessary modified working routines will then be established to meet current medical advice and individual circumstances.

**Training and Competency for Tasks.** Induction training will be provided for all employees and recorded in the Health and Safety Log. In the Sheltered Courts this will be undertaken by the Scheme Manager and at Head Office by the HSM.

Job specific training will be identified, arranged or provided by the HSM. This covers first aid and a fire-fighting briefing, with refreshers, for all staff where felt appropriate for their role. Maintainer training is tailored to suit individual backgrounds and needs. Training records for all staff are kept in individual personnel folders at Head Office.

**Accidents, First Aid and Work-related Health.** Health surveillance is not required for any CESSA HA/CESSAC (GHSH) staff. The costs of routine eye tests will be refunded for staff that regularly use computer monitors in the course of their work.

First Aid boxes are kept at each site as follows:

- Sheltered Housing Courts – in the Scheme Manager's Office
- Head Office – in the Post Room

The appointed person(s)/first-aider(s) are the Scheme Managers at all schemes and the HSM at HO.

Accident Books, which form part of the Health and Safety Logs, are held by Scheme Managers and in the HSM's office at Head Office. The CEO is responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authorities. RIDDOR (The reporting of Injuries, Diseases and Dangerous Occurrences Regulations) requires completion of forms F2508 (Report of an injury) in the event of deaths, major injuries, accidents resulting in over three days off work, diseases and dangerous occurrences and the report is to be made by telephone (0345 300 9923), e-mail or hard copy of the form to the Incident contact centre.

**Emergency Procedure – Fire and Evacuation.** The HSM is responsible for ensuring that the required annual fire risk assessment is undertaken and implemented.

Escape routes are checked monthly by the Scheme Managers and recorded in the Safety Checks sheet presented to the Housing Committee at its meetings. Evacuation procedures are produced for each Sheltered Housing site, distributed to each flat and displayed around the site.

Fire extinguishers are maintained annually; by Priority Fire at all sites with the exception of Greenwich Place where Universal Fire Ltd cover both equipment and detection. Fire detection systems are maintained by Churches Fire every six months in all CESSA HA Schemes, and for CESSAC, at Trafalgar Quarters and Greenwich Court.

Alarms are tested weekly by the Scheme Managers for their respective sites. This is recorded on the Fire Log Safety Checks sheet and Rubixx Management System.

Emergency evacuation of tenants is conducted annually by the Scheme Manager and HSM.

**Key Areas of Risk.** Sheltered Housing sites and Head Office are relatively low risk areas but this leaves no room for complacency amongst staff. Advice for all users of Display Screen Equipment is covered in policy B8.

**Epidemics.** In the event of an epidemic (a subset of a pandemic) then the specific Public Health measures required will be applied. This is almost inevitably specific to the circumstances and involve separate instructions and additional risk assessments.

**Lone Workers.** The Scheme Managers and the two Maintainers fall into the category of lone workers. Risk Assessments have been carried out and as a result the following policy has been established for the Maintainers (a separate lone worker policy and procedure (B 13) covers Scheme Managers):

1. Maintainers working on their own with any of the equipment listed below are to inform the Scheme Manager on duty before commencing work and make arrangements for checking in or being checked at intervals. Hazardous equipment includes: circular saws, electric drills being used to drill into walls where there could be an electrical cable, Stanley (type) knives, work on electrical systems and work using a ladder or mini-scaffold at any height above the ground.
2. No access into a confined space is allowed unless accompanied by someone remaining outside that space.
3. Under no circumstances is a member of staff to work on live electrical circuits nor are they to undertake work on electrical supply systems for which they are not qualified in accordance with the latest Building regulations.
4. Maintainers are reminded to make use of the warden call facility, which is fitted in all tenants' flats and communal areas, as an emergency call system in the event of an accident.
5. Maintainers should ensure that contractors comply with this guidance for their own safety.

**Tenants.** Although our tenants are not employees, we have a duty of care towards them as we do for visitors to our sites. The tenants have an average age of around 79 years and many have mobility restrictions and poor vision. It is, therefore, most important that all staff keep a careful eye open for anything that could form a trip hazard (uneven or lifting carpet tiles; uneven, loose or slippery paving; items left in corridors or near stairs) and to remove or report such hazards. Scheme Managers are expected to play a leading role in this. Tenants' flats are their own homes but should staff become aware of hazards in them this should be tactfully drawn to the tenant's attention through the Scheme Managers and the issue recorded on the Housing Management System (HMS). Regular safety briefs are given to the tenants by the HSM presenting an opportunity to remind them of potential risks in their homes and around the sites.

**Mains Gas.** The explosive and inhalation risks from mains gas are potentially very serious indeed. To minimise the risk, gas-burning equipment is only found in the communal boilers of the sheltered housing courts. Access to the boiler rooms is restricted to authorised personnel only (staff and contractors). Maintenance work on the gas supply, burners and related control equipment is only to be carried out by qualified gas fitters. A contract is currently held by Portsdean to undertake routine maintenance and annual inspections. Gas supply emergency shutoff valves are to be clearly marked and

all wardens must be aware of their location. CESSA HA maintainers are permitted to stop/start boilers and carry out maintenance on the associated hot water systems when required.

**Passenger Lift Machinery.** Lift machinery is potentially very hazardous especially from unexpected movements. Inspections and maintenance of the machinery is only to be carried out by suitably qualified personnel.

The HSM, with input from the CESSA HA Maintainers or contractors as required, is to ensure that detailed instructions for the emergency hand lowering procedures for each lift, together with an electric shock treatment poster, are to be displayed in each lift machinery room. Insulated rubber mats are to be laid adjacent to electrical control boxes and special keys or tools are to be clearly visible and labelled. These rooms are to be kept locked when unoccupied and access restricted to staff and contractors. All lifts are to be fitted with an emergency telephone or warden call system unit.

**Asbestos.** It is known that asbestos insulation was used in the construction of CESSAC House. This is mainly, but not exclusively, located under panelling in the pipe ducting of the flat bathrooms. Before any work is undertaken that might disturb this material and thereby create a dust hazard, the asbestos is to be safely removed using properly authorised contractors. This will require isolation of the area and a route out of the building. No short cuts are to be taken with these procedures. Where there is any doubt of the origins of an insulating material, specialist advice is to be obtained before proceeding. An Asbestos Log is held at Head Office.

**Working at Height/Erection of scaffolding.** Working at Height Regulations (WAHR) were introduced in 2005. Under Section 6(3) of WAHR the Organisation has a duty to take suitable and sufficient measures to prevent, so far as is reasonably practicable, any person falling. Guidelines for working a height have been issued to all Scheme Managers and Maintenance Staff and they are to ensure that the guidelines are followed by all staff and checklists consulted before work at any height commences.

**Manual Handling.** The Manual Handling Operations Regulations 1992, as amended in 2002 ('the Regulations') apply to a wide range of manual handling activities, including lifting, lowering, pushing, pulling or carrying. The load may be either inanimate - such as a box or a trolley, or animate - a person or an animal. This guidance gives useful practical advice for employers, managers, safety representatives and individual employees on how to reduce the risk of injury from manual handling.

Manual handling injuries can occur wherever people are at work - on farms and building sites, in factories, offices, warehouses, hospitals, banks, laboratories, and while making deliveries. Heavy manual labour, awkward postures, manual materials handling, and previous or existing injury are all risk factors implicated in the development of Musculoskeletal Disorders (MSDs). More information and advice on MSDs is available on the HSE website, including advice on managing back pain at work.

Prevention and control of MSDs, such as manual handling injuries, has been identified as a priority by the Health and Safety Commission. Taking the action described will help prevent these injuries and is likely to be cost effective. However, all MSDs cannot be prevented, so it is essential that early reporting of symptoms be encouraged and arrangements for the proper treatment and rehabilitation of anybody who does get injured, be made.

Organisation employees are to:

1. Avoid hazardous manual handling, so far as is reasonably practicable;
2. Assess the risk of injury from any hazardous manual handling that can't be avoided; and
3. Reduce the risk of injury from hazardous manual handling, so far as is reasonably practicable.

These points are explained in detail under 'Avoiding manual handling' and 'Assessing and reducing the risk of injury'.

Employees are required to:

1. Follow appropriate systems of work laid down for their safety;
2. Make proper use of equipment provided for their safety;

3. Co-operate with the Organisation on health and safety matters;
4. Inform their line manager if they identify hazardous handling activities;
5. Take care to ensure that their activities do not put others at risk.

Avoiding manual handling: check whether you need to move it at all, for example:

- Does a large workpiece really need to be moved, or can the activity (e.g. wrapping or machining) be done safely where the item already is?
- Can raw materials be delivered directly to their point of use?

Assessing and reducing the risk of injury:

- The risk assessment is the employer's responsibility and most assessments can be done in-house. The Organisation, its employees and safety representatives know its business better than anyone. Most situations will require just a few minutes' observation to identify ways to make the activity easier and less risky, i.e. less physically demanding.

**Any Related Documents:** B 13 - Lone Workers, B8 – Computer instructions, B14 – Driving at Work, B26 – Company Vehicles, T5 - Minibuses.

**Distribution:** All Head Office and Housing Staff, file