

BANGLA HOUSING ASSOCIATION LIMITED

HEALTH & SAFETY POLICY & PROCEDURE

PURPOSE:

This document sets out guidance and procedures for implementing Bangla's Health & Safety Policy and Procedures

Approved by the Board on 20 November 2024

To be reviewed in November 2027

BANGLA HOUSING ASSOCIATION

HEALTH & SAFETY POLICY

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1.0 Policy Statement

- 1.1 Bangla Housing Association (BHA or the Association) recognises its duty to comply with the Health and Safety at Work Act 1974 and all relevant legislation, regulations, approved codes of practice and guidance. Therefore, BHA is committed to ensuring, so far as is reasonably practicable, the health, safety and welfare of all its staff, so far as is reasonably practicable, including those who work on behalf of the Association.
- 1.2 BHA undertakes to provide a safe and healthy working environment for its staff and to safeguard the health and safety of service users, contractors, visitors and the general public that may be affected by the conduct and activities of the Association, its staff or agents. BHA will ensure that:
- all staffed locations are regularly inspected to provide a safe environment for staff, residents/tenants and visitors
 - each workstation and situation are risk assessed and kept under review, taking into account the Display Screen Equipment (DSE), furniture, working environment and the User
 - all necessary steps are taken to remedy any risks found as a result of the assessment
 - all necessary steps are taken to incorporate changes of task within the working day, to prevent intensive periods of on-screen activity
 - arrangements are in place for the provision of eye tests following a risk assessment
 - arrangements are in place for the supply of any corrective appliances where these are specifically required for DSE work
 - all existing and prospective staff are advised of the risks to health through DSE work and how these may be avoided
 - all contractors, consultants and others carrying out work for BHA manage safety effectively, particularly where their work could cause harm to staff, service users or tenants
 - managers ensure all processes and systems of work are designed to take account of health and safety and are properly supervised
 - each staff member will be given such information, instruction, and training required to enable the safe performance of work activities
 - a smoke free environment is maintained throughout its work and business premises including vehicles
- 1.3 Staff must take reasonable care of their own and others' health and safety and co-operate to ensure high health and safety standards are maintained.
- 1.4 No employee is required to work in circumstances where there is an imminent or serious risk of injury. Where staff are concerned about any aspect of their safety they should report the matter immediately to their line manager or another manager for action to be taken.
- 1.5 Failure to comply with the Association's Health & Safety Policies and associated procedures are a disciplinary offence that may lead to disciplinary action being taken.

2.0 Scope and Aim

2.1 This policy applies to all BHA staff including its volunteers and contractors and contains obligations for service users and members of the public who may be affected by BHA activities.

2.2 This policy should be read in conjunction with the accompanying H&S procedures for specific areas.

2.3 The aim of this policy is to set out, as required under the Health and Safety at Work Act 1974, the arrangements BHA has for the management of health and safety and to ensure that the Association has fulfilled its statutory obligation by having a Health and Safety policy that contains:

- A General statement of intent (specifying objectives)
- Organisation (people and their duties)
- Arrangements (systems and procedures)

2.4 This Policy also acknowledges BHA's responsibilities to staff, residents, contractors and the public in relation to health and safety compliance with the following areas:

- Fire Safety
- Electrical Safety
- Water Safety
- Gas Safety
- Asbestos Management
- Lift Safety
- Damp and Mould

BHA has separate policies in place that address all the above areas, and this policy should be read in conjunction with BHA's policies relating to the above areas.

3.0 Roles and Responsibilities

3.1 The Board

The Board is the Association's corporate policy-authorising body on all matters relating to Health & Safety and is responsible for ensuring that adequate systems are in place to meet legislative requirements.

3.2 The Chief Executive

The Chief Executive has overall day-to-day operational responsibility for health and safety and for ensuring adequate procedure and risk reduction programmes are in place and consistently implemented.

3.3 Operations Manager (OM)

Operations Manager is responsible for health and safety in the Chief Executive's absence. OM is also responsible for monitoring and reporting the effective implementation of the health and safety policy.

3.3.1 Specific responsibilities are to:

- Ensure the Health and Safety Policy is made available to all staff and for providing guidance on safety issues
- Ensure all new staff are adequately inducted on health, welfare, and safety

Aspects of their duties:

- Ensure that location inspections are carried out at the required periods and inspection results are acted upon and implemented in a timely fashion
- Ensure that all relevant policies, procedures, and assessments are brought to the attention of, and made available to, the staff under their control, and that appropriate warning notices and all instructions are prominently displayed
- Identify actual and potential hazards in the work situation and ensure either their removal, where possible, or that risk is minimised in accordance with the given procedures

3.3.2 Operational Managers' specific responsibilities are:

- To maintain safe patterns and methods of working by all staff
- To identify the need for health and safety training for all staff and ensure adequate risk assessments are in place to enable them to work safely
- To ensure that all relevant health and safety policies and procedures are implemented and followed
- To ensure, where applicable, that equipment used is safe and adequate for the purpose for which it is intended
- To report all hazards to the CE for monitoring purposes and remedy

3.4 All Staff

3.4.1 Each staff member at work has the following responsibilities:

- To take reasonable care for the health and safety of themselves and of other people who may be affected by their acts and/or omissions at work
- To co-operate with BHA, or any other person apart from BHA, who has a duty or responsibility under health and safety legislation, in order that these duties and responsibilities can be carried out
- To avoid either intentionally or recklessly interfering with or misusing anything provided in the interest of health and safety
- If individuals become aware that they are in a situation involving immediate risk to themselves or others, they should where possible make the situation safe by stopping the work process if necessary. They should immediately contact the OM or CE and/or health & safety representative
- Staff must not act recklessly, or misuse tools, equipment or materials required to carry out their job
- All staff must read, understand and comply with BHA's health and safety policy and procedures

4.0 Arrangements for Health and Safety

- 4.1 BHA Health & Safety procedures set out appropriate safety statements, responsibilities for health and safety and the actions (including guidance where appropriate) that must be taken to ensure safe practices are followed.
- 4.2 A copy of all relevant safety policies and procedures is made available to all staff via the Association's shared drive. BHA also provides copies of relevant safety documentation for the use of contractors, consultants, service providers and other agents engaged by BHA, where required.
- 4.3 BHA's office will have its own fire safety procedures in place and each block of flats will have fire safety procedures in place.
- 4.4 Staff members must report near misses, potential hazards and incidents to the OM or CE. OM and CE must ensure that appropriate action is taken to ensure a safe working environment is created at all times.
- 4.5 BHA will keep at the office relevant safety records in a readily accessible file e.g. portable appliance testing, electrical system checks, gas servicing, legionella testing, and records of fire drills, alarm tests and fire safety equipment.
- 4.6 Details of first aid arrangements are posted in BHA office.
- 4.7 Staff must be consulted regarding matters affecting health, safety and welfare as part of normal supervision, team meetings and other staff meetings.

5.0 Support for Staff

- 5.1 Managers are trained to be able to recognise and reduce and/or manage stress factors in the work environment.
- 5.2 All staff will receive stress awareness training, as necessary, so they are aware of the action to take and help available should stress become an issue.

6.0 Risk Management

- 6.1 Risk Management is an essential feature of effective health and safety management. BHA is committed to ensuring:
 - hazards to staff, tenants/residents and the public are adequately managed and that reasonably foreseeable risks are identified and dealt with reasonably and practically
 - regular risk assessments are in place and an audit/inspection programme is maintained and implemented by CE/OM

7.0 Visitors

- 7.1 BHA will ensure that staff and visitors are safe at all times.
- 7.2 Health and safety arrangements, including fire safety must also be communicated to any visitor to any staffed BHA location.
- 7.3 All visitors/contractors must be accompanied at all times.

8.0 Training

- 8.1 BHA will ensure that all staff are provided with the information, instruction, training and supervision necessary to ensure, so far as is reasonably practicable, their health and safety at work.
- 8.2 All staff will receive health and safety training on their appointment to the Association.
- 8.3 During induction, staff will receive information on:
- Health & Safety Policies and Procedures
 - Fire Procedures, including evacuation
 - Eye test provision for “users” of display screen equipment
 - Display Screen Equipment (DSE) assessments
 - Name and location of Health and Safety Competent Person
- 8.4 In addition to health and safety training which staff will be required to take, all staff will also receive training on being exposed to new or increased risks due to:
- Their being transferred or given a change of responsibility.
 - The introduction of new work equipment/vehicles or changes to existing equipment/vehicles.
 - The introduction of new technology.
 - The introduction of a new system of work or changes in existing systems of work.
- 8.5 Managers and supervisors will be provided with health and safety training, including risk assessment, relevant to their positions.
- 8.6 The Association will make available to all staff this policy and its related procedures via its shared drive.

9.0 Monitoring and Reporting

- 9.1 The compliance with safety procedures and Codes of Practice is an everyday responsibility of all staff. However, managers must also monitor and ensure compliance and measure safety performance and provide overall monitoring reports to the CE.
- 9.2 BHA will monitor and update its Health & Safety Policy as appropriate. Will review in November 2027 or sooner subject to any legislative or best practice changes

10.0 Equality and Diversity

- 10.1 BHA is committed to promoting equality and diversity best practice and positive measures that eliminate all forms of unlawful or unfair discrimination on the grounds of age, marriage and civil partnership, disability, race, gender, religion/belief, sexual orientation, gender reassignment and pregnancy/maternity or any other basis not justified by law or relevant to the requirements of the post.
- 10.2 BHA will therefore take every possible step to ensure that this policy is applied fairly to all staff regardless of the afore mentioned protected characteristics, whether full or part time or employed under a permanent or a fixed term contract or any other irrelevant factor.

BANGLA HOUSING ASSOCIATION

HEALTH & SAFETY PROCEDURE

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Health and Safety Statements and Procedures

Subject	Safety Statement	Safety indicators
Accident & Incident Reporting	<p>BHA is committed to ensuring that injuries, dangerous occurrences and work-related diseases are kept to a minimum. The Association also undertakes to investigate all reportable incidents to minimize future occurrences.</p>	<ol style="list-style-type: none"> 1. All accidents/dangerous occurrences/reportable diseases and near misses are entered into the Accident Book or equivalent. 2. All accidents pertaining to staff members must additionally be entered into the Accident Book located at the Office. 3. Reportable injuries, dangerous occurrences and diseases are notified to the Incident Contact Centre and all qualifying incidents are reportable to Commissioners. 4. An accident/incident investigation is carried out for all reportable injuries, diseases and dangerous occurrences under RIDDOR and all incidents reportable to Commissioners. RIDDOR is the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, which require employers, the self-employed and those in control of premises to report specified workplace incidents. Information on RIDDOR can be found from the Health and Safety Executive website at www.hse.gov.uk 5. There is no longer a paper form for RIDDOR reporting, since the online system is the preferred reporting mechanism. Injuries can be reported online via https://extranet.hse.gov.uk/lfserver/external/F25081E

Asbestos	<p>BHA undertakes to ensure that asbestos does not become an unacceptable risk to staff, contractors, and tenants by undertaking inspections and surveys.</p> <p>The requirements of the Control of Asbestos Regulations 2012 are fully and consistently implemented.</p>	<ol style="list-style-type: none"> 1. Suitable and sufficient asbestos assessments are undertaken for non-domestic premises owned or directly managed by the Association, including the common areas of buildings such as flats. 2. Assessment findings are implemented where asbestos is identified or suspected, and a written plan is prepared identifying the areas of the premises concerned and the measures necessary for managing the asbestos risk. 3. A written plan of work is prepared, prior to starting any work that may expose staff, residents and/or contractors to asbestos. 4. The Association will: <ul style="list-style-type: none"> • maintain an asbestos register for all its properties • promote awareness of the hazards of Asbestos Containing Materials (ACMs) and promote our asbestos register, policy and management plan. • regularly review policies and procedures • meet or exceed legislative requirements • implement an effective management plan and ensure all persons who are required to disturb, repair or remove asbestos are competent and/or licensed. 5. For BHA's procedure on Asbestos, please refer to BHA's Asbestos Policy and Procedure.
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<p>Bomb/Security Threats</p>	<p>BHA undertakes to take all reasonable steps to ensure the safety of staff and tenants from bomb threats.</p> <p>Staff are urged to be vigilant and follow safe procedure should they come across any suspicious parcels or packages or should they receive a telephone threat.</p> <p>When evaluating the risk from bomb threats Managers, or those taking the call must liaise with the police and take their advice where available.</p>	<ol style="list-style-type: none"> 1. Staff must obtain full details from the caller when bomb threats or notification of bomb threats are received. 2. OM/ CE is advised, and the police are called when security threats or suspect parcels are received. 3. Partial or full evacuation of the building is to be implemented on police advice, or in the decision of management where a clear risk is thought to be present.
<p>Cash Handling</p>	<p>BHA undertakes to ensure that all staff handling cash do so safely and do not put themselves at risk.</p> <p>Wherever possible, BHA discourages cash payments.</p> <p>All cash deposits/withdrawals must be made by two staff members.</p> <p>Staff who are threatened or face demands for cash and/or valuables are instructed not to resist but hand over the goods and contact police immediately.</p> <p>Where service users' monies are handled there must be adequate controls in place to protect service users and staff.</p>	<ol style="list-style-type: none"> 1. Monies and valuables are kept in a secure area and all service user transactions recorded and regularly reviewed by the responsible manager. 2. All cash deposits / withdrawals are made by the two members of staff. 3. If stopped, threatened or attacked staff must always handover cash and never put themselves in danger. 4. Incidents are always immediately reported to line managers

<p>Computer and Office Safety Policy</p>	<ol style="list-style-type: none"> 1. A risk assessment has been carried out for each workstation, and this will be conducted biennially. 2. All floors, stairs, passages and exits are clear of obstruction. 3. Electrical wires and cables are secured and covered, and sockets are not overloaded. 	<p>BHA undertakes to ensure that computer and office areas are kept in a safe condition and that a risk assessment is carried out for each workstation.</p> <p>For Display Screen Equipment (DSE) users, BHA undertakes to ensure full compliance with the requirements of the Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002 This includes DSE risk assessment, free eyesight tests for / DSE users and a contribution to users who require 'special' corrective appliances specifically for use with DSE work.</p> <p>DSE risk assessments are carried out biennially or as and when a member of staff requires a risk assessment to be conducted on their workstation.</p> <p>Home working activities undertaken by employees are identified and recorded.</p> <p>Risk assessments for homeworkers/homeworking activities are carried out</p> <ol style="list-style-type: none"> 4. Homeworkers are provided with sufficient information, instruction and training to ensure their safety while working at home
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<p>Contractors</p>	<p>BHA is committed to ensuring that all reasonable steps are taken to ensure that contractors work effectively and safely.</p>	<ol style="list-style-type: none"> 1. Contractors are provided with the Association's safety documentation i.e. Health & Safety Policy and Risk Assessments, where appropriate. 2. Contractors complete a Contractor Safety Assessment Form and Small Contractor Safety Assessment Form prior to appointment and thereafter annually. 3. Where landlord approved contractor lists are used the landlord is approached for details of the checks that are made to ensure they are to the required standard. 4. Where external agencies provide services, an Agencies Health and Safety Self-Assessment Questionnaire is completed
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		prior to appointment.
Control of Substances Hazardous to Health (COSHH)	<p>BHA is committed to ensuring that: the use of hazardous substances is kept to a minimum and that adequate risk assessments are carried out so that risks to staff, service users and tenants are reduced to an acceptable level.</p> <p>Adequate personal protective equipment is provided, and that adequate storage and disposal arrangements are in place</p>	<ol style="list-style-type: none"> 1. All hazardous substances are kept in a locked cupboard/store when not in use. 2. Training is given to any member of staff before they use any substance that might be harmful. 3. Where our contractors have to use hazardous substances in the course of undertaking the Association's work, we will request that they provide us with method statements and risk assessments. 4. For further information on COSHH, staff should refer to the Association's Repairs Policy located on the shared drive.
Driving	<p>BHA is committed to ensuring that staff using their vehicles for work related activities do so safely and in accordance with current legal requirements and the Highway Code.</p>	<ol style="list-style-type: none"> 1. All staff driving vehicles must have a valid driving licence and MOT certificate, and a comprehensive car insurance that includes insurance for business use. Copies of these documents are taken and recorded on a register, noting the renewal dates to ensure that the documents are renewed prior to falling due. 2. Drivers of vehicles are able to carry out routine safety checks. 3. Mobile telephones or other handheld devices are not used when driving on business.

<p>Electrical Installations</p>	<p>BHA undertakes to ensure that electrical installations in staffed and tenanted properties are regularly tested, and that portable electrical equipment provided by us is tested in accordance with HSE guidelines.</p> <p>All staff must ensure that electrical equipment is always used in accordance with the manufacturer's instructions and that all electrical equipment used is in good condition.</p>	<p>For BHA's procedure on electrical installations and PAT testing, please refer to BHA's Electrical Safety Policy and Procedure.</p>
<p>Equipment maintenance</p>	<p>BHA aims to ensure that all equipment is maintained, serviced, tested, and stored in accordance with the HSE and manufacturer's guidelines in all of the Association's offices and properties.</p>	<ol style="list-style-type: none"> 1. All equipment provided for staff is properly maintained, serviced and tested, and is suitable for the user(s) and stored correctly. 2. All workers wear appropriate personal protective equipment, when required.
<p>Fire Safety</p>	<p>BHA undertakes to ensure that fire safety requirements as laid down by the relevant Fire Safety Risk Assessment Guide as required by the Regulatory Reform (Fire Safety) Order 2005 are consistently implemented and fire safety performance is regularly reviewed and improved where necessary.</p>	<p>For BHA's procedure on Fire Safety, please refer to BHA's Fire Safety Policy and Procedure.</p> <p>BHA prohibit the charging of e-scooters and bikes in all common areas</p>

First Aid	<p>BHA undertakes to ensure that first aid provision is suitable in all staffed locations and that all staff have reasonable access to first aid facilities and equipment.</p> <p>Details of first aiders will be posted on staff notice boards, where available.</p> <p>An accident book must be kept at the Association's office and to keep records of all treatment carried out.</p>	<ol style="list-style-type: none"> 1. Managers should ensure that there are sufficient trained First Aiders / Appointed Persons and First Aid boxes in the areas of their responsibilities, proportionate to the number of staff, hours of duty and type of task undertaken that has the potential for injury. 2. Where staff work alone or drive on the Association's business, Managers must ensure that first aid provision is adequate and that first aid kits are available. 3. Managers should be aware of the criteria for reporting accidents, diseases and dangerous occurrences (RIDDOR) to the Health and Safety Executive. 4. First aid boxes/kits are kept fully stocked.
Damp and Mould	<p>BHA is committed to ensuring that all its properties are free from mould and damp. It launched a new policy in 2023 to ensure that any suspected case of mould and damp in its properties are attended to within a strict timeline, if the presence of mould and damp is confirmed, this will be treated immediately, and post inspected on completion. BHA also has a commitment to revisit such properties after six months of completing the repair to confirm the condition of the property remains mould and damp free</p>	<p>For BHA's procedure on Mould and Damp, please refer to BHA's Mould and Damp Policy. BHA will comply to the Ombudsman Code on damp and mould.</p>

<p>Gas Safety</p>	<p>BHA is committed & Procedure to ensuring that all gas appliances in tenanted properties are inspected/serviced annually and a Landlords' Gas Certificate issued in accordance with the Gas Safety (Installation and Use) Regulations 1998 and best practice.</p> <p>The gas equipment they provide remains in safe working order and meets with the current Gas Safety (Installations and use) Regulations 1998 SI 2451</p>	<p>For BHA's procedure on Gas Safety, please refer to BHA's Gas Safety Policy and Procedure.</p>
<p>Induction</p>	<p>BHA undertakes to ensure that all new and transferred staff receive a safety induction when they start work, including a tour of their work location and to identify any hazards they may face.</p> <p>Specialist safety training will also be provided as appropriate, and arrangements made to attend any core training programmes required for their role.</p>	<ol style="list-style-type: none"> 1. All new and transferred staff are given a tour of their work location 2. Any hazards are identified and explained to new and transferred members of staff 3. New and transferred staff must attend core training programmes 4. Where appropriate for new and transferred staff an individual training programme which addresses any hazards, risks in their job or specific safety responsibilities they may have.
<p>Risk of infectious diseases</p>	<p>BHA undertakes to ensure that staff are aware of the risks of infectious diseases to themselves and service users and that adequate precautions are put in place to minimize the risk of infection.</p> <p>All staff at risk must receive awareness training and be provided with personal protective equipment, where appropriate.</p>	<ol style="list-style-type: none"> 1. All staff at risk receive awareness training from their line manager at induction or from external trainers, as appropriate. 2. Where a staff member contracts an infectious disease, it is reported under RIDDOR or to a Local Authority Proper Officer as appropriate, by the staff member's line manager. 3. At risk staff must wear disposable gloves/protective equipment when dealing with items contaminated by blood or body fluids.

	Clinical and other hazardous waste must be stored safely to minimize any risk to staff, service users, residents and visitors.	
Interviewing customers	<p>BHA undertakes to ensure that staff carrying out interviews are safe at all times.</p> <p>Responsible managers must ensure that steps are taken to avoid violent incidents and that staff receive adequate support, guidance and supervision.</p>	<ol style="list-style-type: none"> 1. All staff members at risk receive instruction/training on how to deal with violent and aggressive behaviour. Regular refresher instruction/training is provided. 2. Interview room arrangements are regularly assessed, and any problems addressed. 3. Two staff members must be present at interviews where staff safety may be at risk. 4. There should always be an alternative means of calling assistance in the event of an emergency.
Legionella Management	BHA is committed to the effective management and prevention of legionella in at risk work locations and residential accommodation by carrying out appropriate risk assessments and ensuring suitable management and inspection systems are implemented.	For BHA's procedure on Legionella Management, please refer to BHA's Water Safety Policy and Procedure.

<p>Lone working</p>	<p>In line with its Lone Working Policy & Procedures, BHA undertakes to ensure that all staff working alone are adequately supervised and are contactable at all times.</p> <p>Where staff fail to report in, or there are concerns about their safety and contact cannot be made, the Association also undertakes to take all reasonable steps to make contact, including calling the police.</p>	<ol style="list-style-type: none"> 1. Where staff work alone or out of hours, responsible managers make sure that an adequate system is in place to ensure staff safety, should an emergency develop. 2. Lone working staff always carry a (f u l l y c h a r g e d) mobile phone and advise colleagues of their movements. Staff must advise their line manager if they have a medical condition which makes them unfit to work alone. 3. All staff should carry an Alertcom device designed to safeguard staff who are lone working. 4. If the member of staff does not report in at the required time, the responsible person tries to contact them by mobile phone or other practical means (e.g. next of kin or the place of visit). If contact cannot be made, a manager is advised and if contact still cannot be made, the police are called. 5. A lone working risk assessment should be carried out as necessary
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Safeguarding	<p>BHA undertakes to ensure that all staff adhere to the principles outlined in the Safeguarding Policies and Procedures.</p> <p>BHA will have in place inclusive and integrated safe practices that promote and ensure the safety and well-being of all its residents.</p> <p>Where a safeguarding issue arises, the Association undertakes to deal with the same in line with its Policies and Procedures.</p>	<ol style="list-style-type: none"> 1. BHA provides the framework for promoting and ensuring safeguarding and protection of all its residents. 2. Through BHA's Safeguarding Policies and Procedures, staff are able to identify, raise and deal with safeguarding issues. 3. All issues related to safeguarding are reported to the to the OM or CE. 4. OM/CE will progress with all safeguarding issues expeditiously.
Manual handling	<p>BHA undertakes to ensure that manual handling risks are assessed and that all staff carrying out manual handling tasks receive manual handling training and regular refresher training.</p> <p>Where staff have to lift, carry or handle people, a specific risk assessment must be carried out and specialist training provided to staff.</p> <p>Wherever possible, staff carrying out manual handling tasks should use appropriate mechanical aids.</p>	<ol style="list-style-type: none"> 1. All staff to receive manual handling training and regular refresher training. 2. Managers ensure that the hazards from manual handling are assessed and lifting equipment is provided and/or adequate numbers of staff are assigned to the lift. 3. Where staff lift above the guideline weights, a manual handling risk assessment is carried out. 4. Where staff lift, carry or move people, a risk assessment is carried out and specialist manual handling training provided.

<p>Missing Persons</p>	<p>BHA undertakes to ensure that all reasonable steps are taken to deal effectively with missing persons.</p> <p>The Association recognises that dealing with missing tenants/residents can be traumatic for both staff and residents. For this reason, we recognise the importance of having effective systems and operating practices in place to deal with this issue.</p> <p>This is covered under the Association's Safeguarding Policy.</p>	<ol style="list-style-type: none"> 1. The CE and OM must be informed when it is suspected that a resident/tenant has gone missing. 2. Social services are informed during office hours or the out-of- hours Duty Social Worker outside of office hours. 3. Commissioners/Police are informed. 4. The OM/CE informs family and/or carers. 5. A detailed record is kept of events and the action taken.
<p>Notification of death, serious injury or infectious disease of a service user</p>	<p>BHA undertakes to ensure that the notification of the death, serious injury or infectious disease of a service user is advised without delay to Commissioners and that carers and relatives are advised where appropriate.</p> <p>BHA recognises that dealing with the death of a service user can be traumatic for all concerned and staff counselling is available to staff through their line manager.</p>	<ol style="list-style-type: none"> 1. Commissioners are informed of the death, serious injury or the contraction of an infectious disease by a service user. 2. Where a service user dies the Chief Executive, Operations Manager informs any family and/or carers as soon as possible. 3. The Social Worker, if appointed, is also advised. 4. The wishes in relation to death of any service users from ethnic or religious minorities are sensitively dealt with and respected.

Smoking and Vaping	<p>BHA undertakes to provide a healthy and safe working environment in workplaces, public facilities and residential environments.</p> <p>BHA has a separate Smoke-Free Policy that all of our workplaces are smoke-free and all staff have a right to work in a smoke-free environment. This policy applies to all staff, consultants, contractors, service users, residents and visitors. Smoking is prohibited throughout the entire workplace with no exceptions. This includes company vehicles.</p>	<ol style="list-style-type: none"> 1. No smoking' signs are displayed at all entrances and exits of offices and supported housing schemes. 2. 'No smoking signs are placed at the entrances and exits of flats and maisonettes that have communal areas. 3. Disciplinary action is considered for any staff who do not adhere to the requirements of this policy and combined procedure. 4. Action is considered under the terms of the tenancy agreement / license for tenants/residents who do not adhere to the requirements of this policy and combined procedure.
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