



EALING HOMES

HEALTH AND SAFETY POLICY

JULY 2006

Ealing Homes

HEALTH AND SAFETY POLICY

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PART I

INTRODUCTION

This Policy has been prepared in compliance with Section 2(3) of the Health and Safety at Work, Etc. Act 1974 and subsequent regulations.

The Policy thus:

- Commits Ealing Homes as an employer to the resourcing and provision of a healthy and safe working/living environment for staff, tenants and leaseholders respectively.
- Ensures that responsibilities, both legal and managerial, are clearly defined and understood throughout Ealing Homes;
- Establishes arrangements for dealing with particular Health and Safety needs;
- Provides a mechanism for regular monitoring and reviewing of progress;
- Recognises that accidents, ill-health and incidents may result from failings in management control and are not solely the fault of individual employees; tenants/leaseholders and that the most effective approach to injury, ill-health and loss prevention requires the systematic identification and control of risk;
- Accepts that good Health and Safety performance can contribute to Ealing Homes' aim of becoming the foremost centre of excellence as employer and for social tenure services;
- Supports the full participation of all members of staff, tenants, and leaseholders including safety representatives, in the maintenance of a healthy and safe working/living environment.

The responsibility for revision of this Policy lies with the Managing Director, on the advice of Ealing Home's Capital Committee, after consultation with that Committee and staff. The Health and Safety Policy will therefore comprise:

PART I

The overall policy of Ealing Homes including the Organisational Structure and arrangements by which the Policy will be regulated. Each part of the Policy will consist of four basic elements:

- i. A general statement of the Policy intent (or in the case of the Part II Guidance the acknowledgment of the acceptance of the overall Part I Policy).
- ii. The Organisation of Ealing Homes for carrying out the Policy, including the allocation of individual responsibilities.
- iii. The arrangements - i.e. systems and procedures for carrying out the Policy.
- iv. The arrangements for monitoring performance.

PART II

Guidance on corporate wide generic protocols, incorporating arrangements for carrying out Ealing Homes policy & implementing preventative & control measures; for ensuring the Health and Safety of staff, tenants and leaseholders and others affected by work undertaken by outsource contractors e.g. Maintenance.

The Policy will be reviewed annually.

1.0 POLICY STATEMENT OF INTENT

Ealing Homes recognises and accepts responsibility as an employer for providing, as far as is reasonably practicable, a safe and healthy working/living environment for its employees, tenants & leaseholders. In addition, it will ensure, so far as is reasonably practicable, that persons other than employees, tenants, leaseholders including, visitors and contractors are not exposed to risks to their Health and Safety.

Ealing Homes also requires employees, tenants & leaseholders to take reasonable care of their own Health and Safety and that of other persons who may be affected by their acts or omissions at work. Employees, tenants & leaseholders are also required to co-operate with Ealing Homes or any other person to enable them to meet their own statutory obligations.

Name: Su Gomer

Position: Managing Director

Signature:

Dated:

Next Review Date:

2.0 EALING HOMES ORGANISATION

2.1 Ealing Homes Board has strategic responsibility for reviewing the effectiveness of internal controls. By overseeing Ealing Homes' operations, the Board will ensure competent management, sound planning, and adequate system of internal control and compliance with statutory and regulatory obligations.

2.2 The Managing Director has overall operational responsibility for the implementation of this Policy and the observance of such current and future legislation, regulations, codes of practice and guidance issued by Ealing Local Council – Corporate Health and Safety Section or Environmental & Building Services, the Health and Safety Executive & and other outside agencies as may be relevant.

The Managing Director will delegate to the Senior Management Team, Managers of Operational Teams and Departmental Managers responsibility for ensuring compliance with this Policy in respect of those within his or her managerial control or under his or her functional oversight. Departments' management of Health and Safety will form an element of any performance review.

EALING HOMES' Capital Committee will provide a focus for issues affecting the Organisation as a whole, making recommendations, where necessary, and reporting through the Managing Director. It will produce an Annual Health and Safety Report to the Board.

2.3 Department Managers are responsible for the implementation of the safety policy & protocols, on which they may take the advice of Ealing Homes' Safety Advisor, and making sure the Policy is available to all staff.

2.4 Ealing Homes also employs or has access to a number of staff who provide specialist advice and training on particular aspects of Health and Safety:

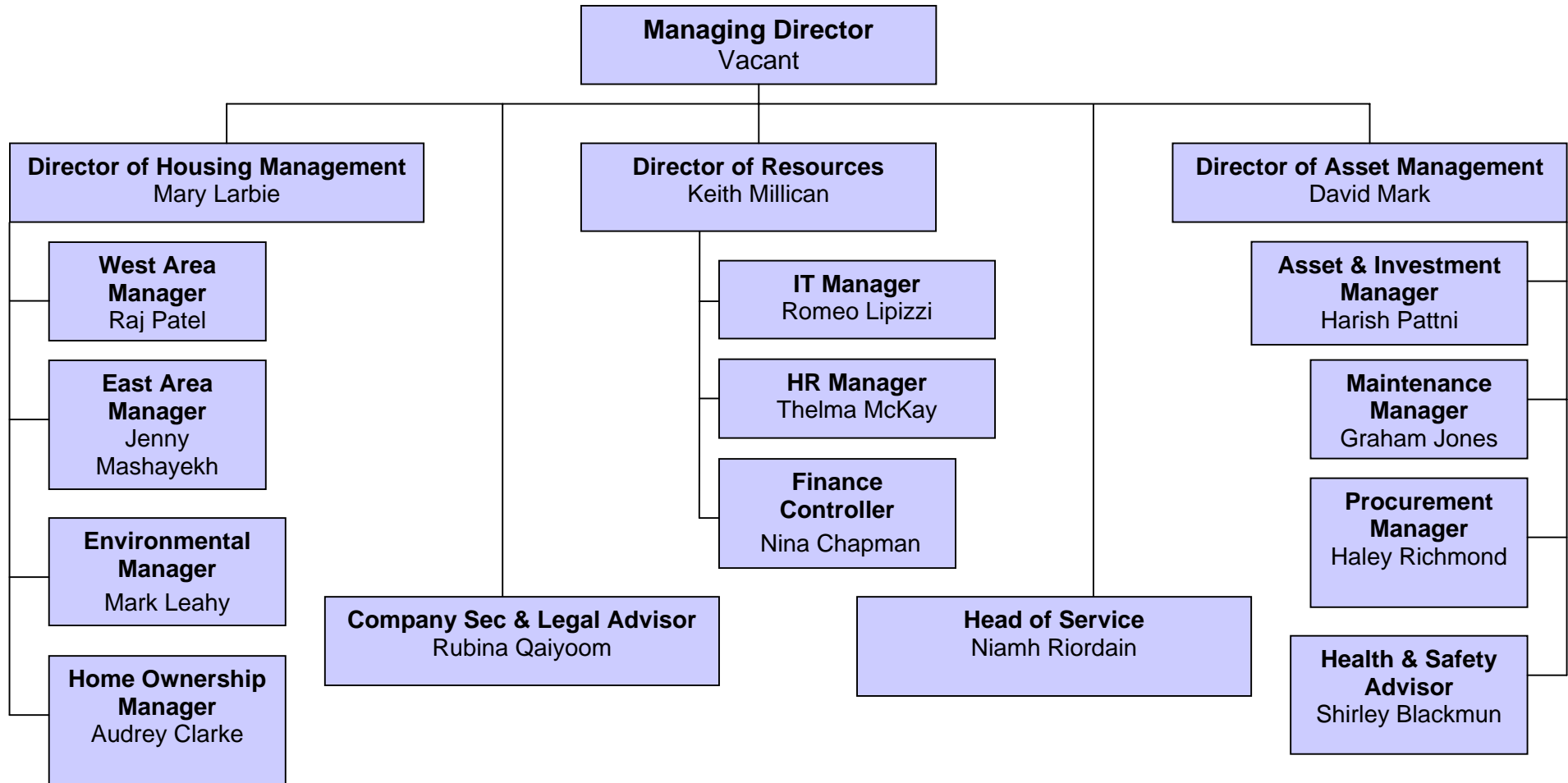
- Safety Advisor
- Service Managers
- Asset Manager
- Housing Manager
- Resources Director
- Fire Officer
- Security Manager
- Occupational Health Service
- Staff Representatives
- Training & Development Manager

2.5 Trade Union Safety Representatives have an important role to play in the maintenance of Health and Safety. Staff appointed as Safety Representatives should, so far as is reasonably practicable, have been employed within the organisation for at least two years or have two years'

experience in similar employment. Facilities will be granted in accordance with the relevant regulations for Time Off for Trade Union Duties and Activities

2.6 All persons working on Ealing Homes' premises or sites, whether employed by Ealing Homes or otherwise, should be familiar with the Health and Safety Policy and Procedures appropriate to their work and comply with relevant requirements, as well as taking reasonable care for their safety and that of others.

Company structure



3.0 EALING HOMES ARRANGEMENTS

Roles and Responsibilities

3.1 Managing Director

The Managing Director of Ealing Homes has an overall responsibility to ensure the provision of a safe working environment, procedures, management systems, advice and training of all employees and persons who may be affected by the operations of Ealing Homes.

Ensuring adequate resources are made available to enable staff to meet requirements of Health and Safety legislation, together with appropriate training and equipment.

Ensuring that all staff are aware of their responsibilities through an Organisational safety policy structure detailing responsibilities and that a system is in place to measure performance against the policy and structure. Providing a Company statement on any issue of Health and Safety that requires a formal statement.

Ensuring they are informed of, and agrees with, any correspondence to and from the relevant regulatory authorities e.g. Environmental Health.

Ensuring the Board is informed of any major Health and Safety issues affecting or likely to affect the Company, and through the Board promote a pro-active approach to positive Health and Safety and risk management.

3.2 Service Directors have to be aware of their responsibilities

Service Directors assist the Board and Managing Director in fulfilling their responsibilities and have extensive Health and Safety responsibilities. They include:

Day to day responsibility for ensuring the effective management of Health and Safety within their divisions.

Implementation of the policy within their divisions.

Ensure that each manager has developed an action plan in respect of Health and Safety in their specific areas of responsibility and that the action plan is carried out.

Liaising with the Health and Safety Advisor and taking charge of challenges that cannot be controlled at site level, especially with regards to control of contractors and sub-contractors.

Setting a good personal example and having adequate knowledge of Health and Safety legislation relating to the company's work.

Ensuring staff at all levels receive appropriate training.

Ensuring appropriate and adequate risk assessments are carried out.

Periodically review the effectiveness of safety policy and risk assessments.

Ensure safe materials, plant and equipment are provided, used safely and maintained.

Obtain competent professional advice and keep other senior managers informed.

Ensure that individual managers undertake their Health and Safety responsibilities including fire drills, workplace inspections, risk assessments, report accidents and incidents etc.

Ensuring all reasonable steps are taken to raise awareness of the importance of Health and Safety issues to employees.

3.3 Managers of Operational Teams / Heads of Departments

Understand the Company's Health and Safety policy and ensure it is brought to the attention of all employees.

Ensuring all reasonable steps are taken to raise awareness of the importance of Health and Safety issues to employees.

Identifying individual responsibilities within their service area.

The preparation of appropriate codes of practice, safe systems of work, local rules and ensuring their implementation in respect of staff and areas under their control by effective supervision at successive levels.

Implementing codes and rules, which are prepared elsewhere in the organisation but applied to the department.

Employing competent staff through appropriate recruitment, induction and continual training programmes, as well as ensuring employees receive Health and Safety information (including a Health and Safety manual), and advice appropriate to their duties and working environment.

Ensuring Health and Safety management responsibilities are included in job descriptions and, where appropriate, performance in Health and Safety management is identified in individual performance reviews.

Ensure that risk assessments and safety audits are carried out and reviewed at least annually and more frequently where circumstances warrant.

Implementing section/team policy in their department.

Ensure that Ealing Homes' Health and Safety policy and regulations are implemented.

Safety systems and procedures are carried out e.g. fire drills.

Equipment is regularly checked and tested for defects.

Ensuring that staff are aware of the reporting arrangements in respect of:

Accidents and near misses;

Clinical incidents (Waste Collection) including acquired infections:

Fire;

Non-violent security incidents;

Violent incidents.

Investigating, with the assistance of Health and Safety Advisor and Safety Representatives accidents, near misses, repetitive/accumulative strain injuries and stress related ill health/mental health problems.

3.4 Managers, Supervisors & Team Leaders

All managers, supervisors and team leaders are responsible within the limits of their authority for complying with Health and Safety requirements in their

own service areas including the accommodation they occupy, responsibilities for contractors and the general public.
All staff who supervise others are responsible for maintaining safe and healthy workplaces and systems of work.
Responsible for ensuring that all accidents and incidents are notified to service heads.
Implementing Health and Safety procedures as outlined in the organisational policy.
Ensuring that in consultation with Health and Safety Advisor, risk assessments are undertaken as appropriate for their areas of service and reviewed on a regular basis.
Ensuring new employees receive induction training and ongoing training needs are identified and met.
Appropriate reporting procedures are followed.
Be vigilant about issues that need attention in their areas and ensure any safety or maintenance issue are appropriately reported.
Safety systems and procedures are carried out, e.g. fire drills and checks on security systems.
Equipment is regularly checked and/or tested for defects, and planned maintenance system adhered to & records kept.
Staff are competent to carry out their roles.
Planned workplace inspections are carried out at regular intervals.
Suitable controls are implemented to minimize risk to reasonably acceptable level.
The effectiveness of risk assessments and controls are reviewed.
Staff adhere to safety instructions and undertake mandatory training.

3.5 All employees have an individual responsibility

To co-operate with Supervisors and Managers to achieve a healthy and safe workplace.
Take reasonable care of the Health and Safety of themselves and others who may be affected by their acts or omissions
Not intentionally or recklessly interfere with anything provided in the interests of health, safety and welfare.
Use safety equipment or clothing in a proper manner and for the purpose intended.
Not to undertake any task for which they have not been authorized and for which they have not been trained.

3.6 Health and Safety Advisor

Ealing Homes Health and Safety Advisor reports to the Director of Housing Asset Management. The Advisors responsibilities are:

Health, Safety and welfare advice to employees. Tenants and leaseholders, safety representative or manager.
Carries out inspections and audits of premises
Assists line managers to investigate serious incidents.
Receives incident reports.

Reports notifiable accidents under the RIDDOR regulations to Environmental Health Department within 10 days.

Reports to the coordinator on Health and Safety incidents and issues.

Form working relations with Ealing Council Departmental Safety staff, Fire Officers, Trainers, Building Control, Environmental Health etc.

Liaises on behalf of Ealing Homes with external agencies including the Health and Safety Executive, Fire Brigade, Police etc.

Review and update the Health and Safety policy.

Establish and update the Health and Safety Manual.

Keep abreast with current legislation and best working methods and disseminate relevant information throughout the Company.

Establish and co-chair the Ealing Homes Safety Committee.

Ensure adequate arrangements are in place for monitoring contractors.

4.0 MONITORING AND REVIEW /PERFORMANCE STANDARDS

A major component of Ealing Homes management system is to review periodically the operation of systems and procedures. Ealing Homes will review, revise and or amend its Health and Safety policy annually or where there are changes in legislation or working practices.

The management of Health and Safety will become an integral part of Ealing Homes business and service plans. Health and Safety is the responsibility of everyone.

Directorate Management Teams must set annual targets for improving Health and Safety performance including, achieving compliance to incorporate Ealing Homes overall policy objectives.

There are two types of monitoring system in place. They are:

4.1 Active monitoring

- a) Regular inspections
- b) Planned inspections performance
- c) Annual Reviews of Directorate
- d) Analysis of information provided, training, risk assessment and environmental monitoring.

Reactive Monitoring

Detailed monitoring of all accidents/incidents reported to H& S Advisor

1st Aid response to reported

4.2 Distribution

This revised Statement of Ealing Homes Health and Safety Policy will be brought to the attention of all staff and kept available for ease of reference.

HEALTH AND SAFETY FORUM

TERMS OF REFERENCE

The role of EALING HOMES Health and Safety Forum is to act as a central focus for Health and Safety issues affecting the Organisation as a whole. It's main aim is to plan and co-ordinate activity on Health and Safety throughout EALING HOMES. It is responsible for developing a Health and Safety Plan and for monitoring progress in relation to the plan. It produces a bi-annual Health and Safety Report for the Capital Works Sub Committee with a referral to the Board as part of the Health and Safety strategy update. The Health and Safety Forum will also report quarterly to the Managing Director on key Health and Safety matters.

**HEALTH AND SAFETY COMMITTEE
MEMBERSHIP**

1. Managing Director (Chair)
2. Health and Safety Advisor
3. Directorate Manager Representative
4. Staff side Representatives x 2
5. Fire Officer
6. Service Manager representative
7. Occupational Health Advisor

Advice from: -

Personnel/Training Development

RESPONSIBLE PERSONS

Telephone

Number

Overall Responsibility

Managing Director	8353
Director of Asset Management	9601
Director of Housing Management	8940
Director of Resources	5983
Health and Safety Advisor	5559

Other Responsibilities

Safety Inspections	-	Health and Safety Committee/ Safety Reps	
Training	-	Training and Development	6267
Accident Investigation	-	Department Manager	
Health and Safety Advisor	-		5559
Fire Safety	-	Fire Officer	5539
Plant Maintenance			
Operational Services	-	Services/ Senior Plant Engineer	
Human Resources	-	Head of HR	6902
Security	-	Facilities Manager	7744

Name:

Position:

Signature:

Dated:

Next Review Date:

PART II

GUIDANCE

ON

MANAGING HEALTH & SAFETY

Accident and Incident Reporting

Ealing Homes has a statutory duty to report specific categories of accidents, incidents and dangerous occurrences within 10 days to the Enforcing Authority. Where there is a likelihood of serious personal injury or fatality, details of the accident/incident must be reported immediately by the quickest possible means i.e. telephone.

The Department of Work and Pensions requires that details of all accidents are recorded in a workplace accident book and kept for a period of at least 3 years.

There is also an Insurance company requirement to notify and keep details for potential future claims.

In compliance with Data Protection Act 2005 details of all accident reports must be kept confidential, but those injured, if requested must have access to information relating to them.

All accident, incidents, near misses and dangerous occurrences should be recorded in the company 's Accident Book (B1510). The following hold accident report books:

Home Ownership Manager:	Sandra Lucas
Maintenance and Repairs:	Balveer Balu
Asset & Investment Manager:	Karen Murphy
Finance Manager:	Nina Chapman
Company Sec & Legal Advisor:	Rubina Qaiyoon
Health and Safety Advisor:	Shirley Blackmun
Area Manager East:	Jenny Mashayekh
Area Manager West:	Mary Larbie
Estate Services:	Mark Leahy

Senior Caretakers:	Ron Restall	Karl Nicholson
	Brian Marsh	Perry Powell
	Hugh Mordaunt	Simon Marley
	Gaynor Bailey	Harrison Olubay
	Leigh Baldwin	Mark Kencroft

In addition to the above, Caretakers are issued with a health and safety manual that contains an accident report form. Accident report forms are held at a number of locations for Estate Services staff and are located at the welfare facilities at the following sites:

Golf Links Estate
Green Mann Lane
Racecourse Estate
Havelock Estate
Hardy Court

Important: Employees must not remove or interfere with any substance, material, plant or equipment associated with an accident or incident. The Completed accident form should be forwarded to Ealing Homes Health and Safety Advisor. If an incident results in serious injury or a person being taken to hospital, the Health and Safety Advisor must be informed immediately, in case there is a need to investigate the incident and/or to notify the Local Environmental Health Department under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

Having been informed by a qualified medical practitioner of a work-related personal ill-health condition, e.g. dermatitis, or noise induced hearing loss, an employee must notify the Health and Safety Advisor immediately.

It is vital that managers inform the Health and Safety Advisor if a member of staff takes more than three days sick leave after an incident as this may be reportable to the Enforcing Authority, even if the sick leave does not commence until a later date. Many incidents, such as a back injury or stress take time to manifest themselves. Some incidents, which may not have appeared to cause physical harm, may be made worse by a repetition or a later fall.

Managers should investigate incidents to see whether recurrence can be prevented. If an incident is potentially serious or represents a pattern of unsuitable action, steps, including the review of previous risk assessments, should be initiated to prevent a recurrence.

The Health and Safety Advisor will undertake investigations and submit relevant documentation to the Chief Executive Officer and appropriate Enforcement Authority where necessary.

Asbestos

Asbestos is a naturally occurring dangerous substance found throughout industry and has emerged in the last decade as one of the most significant occupational health hazards worldwide.

Health risks associated with the inhalation of fibrous dust and its dispersion within the lungs and other parts of the body. Unlike many occupational diseases, Asbestos related diseases manifest themselves over an incubation period of anything from 20 to 30 years.

The Control of Asbestos at Work Regulations 2002 imposes duties on employers to protect employees who may be exposed to Asbestos at work, and other persons affected or at risk of being affected by such work. Building owners or tenants who have responsibility for maintenance or repair have a duty to identify (using Asbestos surveys) and manage Asbestos in their properties.

If staff encounters what they believe to be Asbestos in the workplace, staff must inform their manager who should inform the Health and Safety Advisor,

so that sampling and analysis can be organized. It is vital that any contractor is made aware of any Asbestos that is present before they start work. Asbestos Register must be accessible to contractors. Questionnaires have to be filled in to confirm awareness of presence of Asbestos and that logbook has been seen.

Asbestos surveys have been carried out in the borough on workplace buildings and domestic housing properties. The reports from these historical and ongoing surveys will be added to Ealing Homes Asbestos Database.

Ealing Homes has a detailed Asbestos policy and has, in consultation with Ealing Council Corporate Safety, set up an Asbestos management plan for all areas of Ealing Homes.

Ealing Council Corporate Safety should be advised and sent copies of all Asbestos information, surveying, removal works and air testing results.

Training on the management of Asbestos has been carried out for employees involved in specifying or managing Asbestos works, further training will be provided if required. Briefing sessions for management and staff have also been carried out on Asbestos management systems.

All new staff must attend Asbestos awareness training.

Ealing Homes has an Asbestos Code of Practice, A Management Asbestos Plan and an Asbestos Code of Practice that are reviewed annually.

Contractors

Ealing Homes employs contractors from approved lists, the CHAS scheme or via framework agreements to undertake a range of works on its behalf. The main contractor is responsible for site safety and the safety of subcontractors, particularly when various contractors are working simultaneously on a site.

All contractors must abide by Ealing Homes Health and Safety policy.

Prior to any contractors working for Ealing Homes they must submit method statements and risk assessments for the work activities being undertaken. It is the main contractor's duty to ensure that all persons working on a site undertake their work without jeopardizing the Health and Safety of staff, tenants, the public or others. Concerns regarding contractors' safety procedures should be identified to line managers and the Health and Safety Advisor.

Ealing Homes Health and Safety Advisor and Clerk of Works shall undertake regular site audits of works carried out by Contractors

Display Screen Equipment

The Health and Safety (Display Screen Equipment) Regulations imposes a duty on employers to:

Assess and review Health and Safety risks to persons identified as Users.

Ensure that display screen equipment work is periodically interrupted by breaks or changes of activity, so as to reduce strain on eyes, & avoid musculoskeletal injuries.

Provide employees with eyesight tests and special corrective appliances where tests show that normal corrective appliances cannot be used.

Managers and supervisors should ensure that assessments are undertaken on all their staff. Staff who regularly work from home should have an assessment on the equipment and work environment that is used to ensure it complies with the requirements of the regulations.

Ealing Homes operates an eyesight voucher scheme that allows users of display screen equipment to pay for an eyesight test and for frames and lenses with a voucher. Details of the scheme are available on the website at: http://ealinghomes/main/categories/health_and_safety/eye_care_scheme.html

Drivers and Car Users

Employees who drive their own vehicles whilst at work must be in possession of a valid and current driving license and be licensed for the particular type of vehicle being driven. All staff that use their vehicles for work must have current insurance that covers the driver for work activities.

Endorsements, convictions and any new medical conditions that may affect the ability to drive must be declared to managers. Drivers who are on a course of medication or drugs that may cause drowsiness or may adversely affect their ability to drive must not drive whilst on duty. Line managers should check driving licenses on a regular basis.

In the event of any accident occurring normal civil proceedings must be instigated i.e. exchange name and address etc. Ealing Homes insurance must be informed if the driver was on duty and official business.

If injury is sustained whilst on official business an accident report form must be completed and forwarded to the Health and Safety Advisor. All relevant details must be recorded on the report.

Drivers must not use mobile phones or two-way radios whilst driving and it is recommended that voice mail or message services are utilized to receive incoming calls until the vehicle has stopped in a safe place. This includes phones that have hands free kits fitted.

Electrical Equipment

Ealing Homes undertakes a programme of electrical testing of appliances through contractual arrangements. All staff are advised to undertake a visual check before using any electrical equipment. If frayed wiring, broken socket outlets, switches show any sign of loose wires or black charring that indicate that sparking has occurred or an electric shock is received, staff shall inform their manager and take the electrical appliance or circuit out of use.

All electrical appliances must be in good working order and in safe condition; staff should be trained to use electrical tools and equipment. Portable electrical appliances should have a portable appliance test (PAT). Appliances in use should have a sticker showing when it was last tested. Although there are no strict rules on how frequent the tests should be carried out, between one and five years is a guide. Electrical items in constant or regular use that are handled such as cleaning equipment, hand- tools or kettles would be inspected and tested more frequently than electrical items that are not handled or moved on a regular basis, such as a fridge or computer etc.

Testing of other electrical equipment such as the actual electrical installation in the building and appliances that are hard wired into the system such as cookers, fires etc should be tested via electrical installations testing. Electrical installations testing should be carried out once every five years.

Managers, supervisors and staff should check they have test certificates or stickers for all portable electrical appliances. Premises Managers should check that the electrical installation has been tested.

Managers should ensure that employees do not bring any household electrical appliances into the workplace for use.

Extension leads and adapter plugs should only be used as a temporary measure. Adequate power points should be provided for all equipment.

Trailing cables should be avoided and if this is not possible they should be protected with rubber channels.

Fire Safety and Fire Prevention

Ealing Homes has a statutory obligation to carry out fire risk assessments. The assessment must identify individuals who might be particularly at risk from fire and provide information, instructions and training to staff/tenants and leaseholders about the fire control measures in place.

Fire risk assessment should consider staff with special needs in shared buildings, consultation with other occupants & co-operations on planned risk assessments is needed for consistency and records kept

Where fire-fighting equipment is provided by Ealing Homes and has responsibility for maintaining such equipment, the equipment will be tested

and maintained on an annual basis. The Health and Safety Advisor will ensure that where this responsibility is held by other organisations, the fire fighting equipment is regularly maintained.

Currently all fire fighting equipment in areas occupied by Ealing Homes is provided and maintained by Ealing Council.

Fire Marshall's shall be appointed and trained in all workplaces.

Upon discovery of a fire, the alarm must be raised, fire authority summoned and personal evacuation of the building by the most direct and expedient route possible.

Note:

Employees must NOT use a portable fire extinguisher unless they have received training.

Emergency Evacuation Procedures should be displayed in prominent positions in all workplaces.

Staff who regularly visit contractors sites should ensure that they familiarise themselves with the emergency evacuation procedures on site.

Emergency lighting to assist with the means of evacuation should be provided, maintained and tested on a regular basis.

Managers should ensure that:

All staff are aware of what to do in the event of fire or bomb warning.

Fire alarms are tested weekly.

Fire doors are not propped open.

Evacuation procedures are practiced at least twice a year.

Trained fire marshals are appointed.

A designated person should test Fire Alarms on a weekly basis. Information should be displayed on the notice board and details of when and how fire alarms are tested. Details of all testing should be recorded.

Ealing Homes and Shared Occupants should hold fire drills at least annually, and details recorded. Staff who regularly visit contractors site should ensure that they familiarise themselves with the emergency evacuation procedures on site

First Aid Arrangements

The Health and Safety Advisor must undertake risk assessments to determine the first aid requirements in the workplace.

Ealing Homes training programme includes provision for first aid training, so that each workplace can appoint an appropriate number of first aiders, Following their satisfactory completion of the four-day First Aid at Work

course, Candidates who receive a First Aid at Work certificate should undertake a re-certification course within three years. In addition, other staff are encouraged to attend the one-day Appointed Persons course and renew their emergency first aid training every three years.

Notices will be displayed in prominent positions within each workplace giving details of First Aiders, their location and the location of the First Aid Box. The Health and Safety Advisor will ensure that the lists are kept up to date.

First Aid kits are provided in all office environments
First Aiders will be responsible for ensuring that the First Aid Box is fully stocked and only contains articles that are identified on the First Aid Box contents list.

Caretakers are issued with their own first aid kits and line managers must ensure that the kits are kept fully stocked.
Senior caretakers will all be Appointed Persons.

Food

Ealing Homes is proposing to introduce hot drinks and canned soft drinks vending machines into the office areas and has registered with Ealing Council Environmental Health under the Food Safety Act 1990.

Gas Systems and Equipment

All gas installations within Ealing Homes workplaces will be checked & certificated annually by a CORGI registered engineer. Where accommodation is shared with other organisations arrangements shall be made to ensure that persons in control of premises undertake annual checks and inspections. In owner occupied buildings especially flats; it is the leaseholders responsibility to employ CORGI registered engineer to check gas system, e.g. boiler & central heating annually.

Is there a risk of explosion, e.g. from a build up of gas?

Are all-electrical installations adequately protected, e.g. are all electrical intake cupboards locked, wires and leads in good condition and warning signs displayed?

Is there a possibility of contact with hot surfaces, e.g. communal hot water pipes?

Is there a possibility of contact with sharp items, e.g. broken glazing or discarded syringes?

Hazard Awareness

All staff have duties under the Health and Safety at Work Act. When carrying out their normal duties staff should report any defects or hazards they encounter to ensure that the issues can be dealt with swiftly.

This is particularly important for staff that carry out inspections of properties, estates or offices. Staff should report issues to line managers and records should be kept in order that follow up checks can be undertaken ensuring that issues have been addressed.

Some issues to consider are:

Are all moving parts of machinery or equipment adequately guarded to prevent unauthorized access to moving parts, e.g. in lift motor rooms?

Is there danger of falling objects striking people below, e.g. broken glazing or debris on roofs or communal landings?

Are walkways reasonably even and free from major defects to prevent slips, trips and falls, e.g. loose or raised paving slabs?

Are edges protected to prevent falls from height, e.g. by a handrail?

Is there a risk of people being trapped by things collapsing or falling, e.g. heavy doors?

Is there a risk of contact with a harmful substance, e.g. inappropriately stored or unattended chemicals?

Is there a risk of explosion, e.g. from a build up of gas?

Are all electrical installations adequately protected, e.g. are all electrical intake cupboards locked, wires and leads in good condition and warning signs displayed?

Is there a possibility of contact with hot surfaces, e.g. communal hot water pipes?

Is there a possibility of contact with sharp items, e.g. broken glazing or discarded syringes?

Hazardous Substances (COSHH) Control of Substances Hazardous to Health)

Ealing Homes has a legal obligation under The Control of Substances Hazardous to Health Regulations to:

Assess risks to health arising from exposure to hazardous substances,

Prevent or adequately control exposure,

Ensure control measures are used, maintained, examined and tested,

In some instances, monitor exposure and carry out appropriate health surveillance and

Inform, instruct and train employees.

Ealing Homes uses very few potentially harmful chemicals. All substances used by Ealing Homes must be assessed before use.

The Health and Safety Advisor hold a register of COSHH assessments. The register holds details of all products used by Ealing Homes, data hazard sheets and COSHH assessment sheets.

Managers should ensure that assessments are made of all chemicals and harmful substances that are used by the workforce, taking into account the manner in which they are being used and the quantities involved. The

assessments will include all control measures that are required to be in place to prevent risks to health i.e. protective clothing including eye goggles and gloves.

Generic assessments should be held for substances in use in Ealing Homes workplaces e.g. photocopier toner.

Staff should be given full training in the use, handling and storage of such substances and chemicals.

Assessments will be reviewed on an annual basis or when new chemicals are introduced.

Hazardous substances and chemicals should be kept in a lockable metal cupboard and a notice should be displayed showing that chemicals are held within.

There are other hazardous substances, but because they have legislation specifically covering their use are not covered by COSHH i.e. Asbestos, Lead and substances which are hazardous because they are radioactive asphyxiates, at high pressure, at extremes of temperature, or are flammable or explosive.

Caretakers are issued with a manual that includes COSHH assessments for all cleaning products used by them.

HIV/Aids and Infections

The risk of transmission of HIV through normal work practices is minimal.

Ealing Homes has adopted Ealing Councils policy on HIV /Aids.

Housekeeping

Employees are responsible for maintaining good housekeeping practices at all times.

Access and egress routes must be kept clear at all times and free from obstructions.

Any identified hazard must be reported to the Office Manager immediately so that appropriate action can be taken.

Lone Working (Lone Worker)

People working alone either at a site, or visiting service users, may encounter situations where they need to summon assistance. Regard should be given to any risk assessments that have been undertaken. Staff must co-operate with management systems designed to ensure their safety, including keeping their teams aware of their location and any potentially hazardous activities that they

intend to undertake and remaining in regular contact with their office by mobile phone. Managers must include lone working in risk assessments, where this is appropriate, to assess whether individual staff need to be accompanied or be provided with an appropriate communication aid, such as a mobile phone and personal alarm.

Risk assessments may need to be undertaken in respect of individuals, whose behaviour is erratic or have previously adopted threatening or violent behaviour. It is not advisable for a member of staff to visit a tenant alone, if court proceedings are pending and discussions could be misrepresented in court, or where there is a known history of verbal or physical aggression.

Staff who regularly visit construction or other hazardous sites must be provided with appropriate personal protective equipment. Staff must sign in at the contractor's site office prior to going onto site and must also adhere to the contractor's site rules.

Ealing Homes has a procedure for forced access to dwellings that should be followed.

Manual Handling

Manual Handling operations involve “any transporting or supporting of a load (including lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or by bodily force”.

The objective of Manual Handling regulations is to prevent or reduce risk of injury to employees from the manual handling of loads:

Avoid hazardous manual handling operations so far as is reasonably practicable.

Make a suitable and sufficient assessment of any hazardous manual handling tasks that cannot be avoided.

Reduce the risk of injury from those operations to the lowest level reasonably practicable.

Employees undertaking manual handling tasks should be assessed on their physical attributes and individual capabilities to perform manual handling tasks and should receive manual handling training.

Any equipment used for lifting purposes must be maintained, examined and tested on an annual basis by a competent person to comply with The Lifting Operations and Lifting Equipment Regulations (LOLER).

Managers should ensure that risk assessments are undertaken on all manual handling activities. Where risk assessments identify the need for lifting equipment to be provided, Ealing Homes will provide mechanical ways of lifting and moving loads whenever possible.

New and Expectant Mothers

Once a manager has been advised in writing by a worker that she is either pregnant, has recently given birth or is breastfeeding, the manager shall immediately undertake a risk assessment of the individual's work activities.

The risk assessment shall be ongoing and in the case of a pregnant woman, it should be updated as the pregnancy progresses. The risk assessment must include:

Health risks to the unborn child or child or woman who is still breastfeeding,
The nature, degree and duration of exposure to risk,
Decide what appropriate measures are required to avoid exposure,
Report to the worker the result of the assessment and the measures to be taken,
Implement those measures,
Temporarily adjust the employee's working conditions.

The three categories of workers defined earlier must not be obliged to perform night work during their pregnancy and for a period of time after the birth. Her doctor will define the time period. The obligation not to engage in night work is only effective on the submission of a medical certificate stating that night work should not be undertaken for Health and Safety reasons. If a certificate is submitted the worker concerned should be transferred to daytime work for the requisite period.

Significant risk identified and relevant to New Mothers and pregnant staff include:

Backache from prolonged standing, or from manual handling or bad posture at their workstation
Injuries or stress caused by verbal or physical abuse,
Expanding size in respect of use of uniforms or protective clothing and ability to manoeuvre in confined spaces,
Early shift work, where morning sickness can be an issue, and tiredness through prolonged working hours,
Exposure to infectious agents and chemical toxins that could cause miscarriage or harm to the foetus.

Noise at Work

Long-term exposure to noise can adversely affect individual's health and hearing. The Control of Noise at Work Regulations 2005 imposes statutory duties on employers to prevent or reduce risks to Health and Safety from exposure to noise at work.

The regulations set out a hierarchy of actions that need to be undertaken to protect people at work. Ealing Homes will undertake risk assessments to employees who may be exposed to noise at work.

Where it is identified that noise is an issue Ealing Homes will take action to remove or reduce the level of noise thereby preventing exposure to the workforce.

In circumstances where the noise level cannot be reduced, Ealing Homes will ensure that employee's exposure to noise does not exceed the legal limits set out in the regulations. In these incidents employees will be given information, instruction and training and be provided with appropriate Personal protective equipment to help prevent hearing damage.

Where identified Ealing Homes will carry out health surveillance.

Prior to noisy machinery being used by the workforce the Ealing Homes Health and Safety Advisor will undertake a risk assessment.

Personal Protective Equipment

Ealing Homes is required to provide suitable personal protective equipment for use at work. Employees must wear safety clothing or use the protective equipment that is provided for them. Where individuals find problems with the clothing or equipment provided they should inform their managers. Ealing Homes Health and Safety Advisor may be able to advise on alternative protective equipment, which offers the same or better protection and is more suitable for you to use.

A range of protective clothing is available to staff. If an employee is likely to handle sharp materials such as broken glass or syringes, special gloves should be worn.

The requirement for provision of personal protective equipment should be highlighted through risk assessment.

Try to eliminate or remove the hazard.

Tackle the risk at source.

Can the work be adapted?

Use PPE as a last resort.

All protective personal equipment issued to staff should be signed for. Team Leaders should keep records of items issued. Equipment issued must be maintained and periodic checks should be made to ensure it is still safe. Some items including hard hats have a shelf life/expiry date and supervisors/team leaders should replace these items when the expiry date is reached.

Risk Assessment

Every employer has a statutory duty to carry out risk assessments of the workplace to identify significant risk to employees, visitors & the general public.

It is the duty of the Managing Director and Directors of Ealing Homes to ensure that risk assessments are carried out.

The task of carrying out risk assessments has been delegated to Ealing Homes managers and supervisors. It is recommended that managers and staff undertake such risk assessments in partnership, because the resulting control measures should be jointly 'owned' and implemented.

Risk assessment will be reviewed on an annual basis or where there is a significant change in working arrangements. Risk assessments should be amended, where appropriate, with agreement between managers and staff. Copies of risk assessments should be signed, dated and retained by managers and staff. An additional copy of every risk assessment should be sent to Ealing Homes Health and Safety Advisor.

The steps involved in risk assessments are:

Details of the significant risks that may be encountered are to

- Identify each area of work activity
- Identify the potential hazards associated with the activity
- Identify the people who may suffer harm; (including disabled staff, trainees, young persons, visitors, members of the public)
- Determine the frequency that harm may arise
- Determine the seriousness of the injury that may arise
- Identify control measures that can reduce the risk
- Take account of existing preventative or precautionary measures.
- Issue written instructions to staff to implement such control measures

Risk assessments should identify that control measures are needed that may affect staffing resources or require expenditure that cannot be met from existing service budgets. In such cases it will be necessary for the manager to discuss the issues with senior management, in order that resource decisions can be made.

Ealing Homes approach to risk assessments is as follows:

Generic Assessments – details of the significant risks that will be encountered on a typical work activity undertaken by employees, together with details of the company procedures for controlling these risks. E.g. lifting a load.
Site-specific assessments – where there are variations in the working practice, environment, conditions or equipment used for a task. E.g. the workplace restricts movement.

Generic Risk Assessments are available at:
http://apps/intranet/opencms/eh_homes_intranet/en/categories/welcome/health_and_safety/risk_assessments/index.html

Ealing Homes risk assessment template is available at:
http://apps/intranet/opencms/eh_homes_intranet/en/categories/welcome/health_and_safety/general_health_and_safety/index.html

Safety Employee Representatives and Safety Committees

Trade Unions appoint a number of safety representatives within Ealing Homes. Safety representatives are entitled to inspect and take copies of any document that has a direct bearing on Health and Safety matters under the Safety Representatives and Safety Committee Regulations and the Consultation with Employees Regulations.

Employees who have a concern about a safety or welfare issue should discuss the matter with their manager or seek advice from their union safety representative or the Health and Safety Advisor.

Ealing Homes will support and consult on Health and Safety matters with all staff whether they are part of the union or not.

Ealing Homes proposes to establish a Health and Safety Committee for the purpose of monitoring Health and Safety measures at work.

Safety Inspections

Managers are responsible for the areas and sites they and their teams occupy and work in and should carry out routine inspections of the building at least four times a year and are encouraged to carry out such inspections accompanied by an appointed representative or a trade union safety representative. Checklists relating to quarterly building inspections are available from the Ealing Homes Health and Safety Advisor.

If Manager and Safety Representative carry out separate inspections, they should keep each other informed about any problems/hazards encountered and specify the remedial action proposed in writing. It is essential that managers carry out regular reviews of safety affecting their teams.

In shared or communal areas, Health and Safety concerns must be brought to the attention of the person responsible for the building at the earliest opportunity.

Building	Contact	Telephone No
Westgate House	Philip Payne, Building Manager Email p.payne@btconnect.com	020 8799 8283
Dawley House & 301 Ruislip Road	Dave Allan, Ealing Facilities Manager Email - Facilities Management	020 8825 7744

Safety Signs

Managers should consider the need for signage during their inspections. If safety signs provided have been removed or damaged arrangements should be made to replace them as soon as is reasonably practicable. When individuals identify areas where they feel that a hazard is not adequately signed or conditions have change they should immediately inform their manager, safety representative or Health and Safety Advisor.

All safety signs provided by Ealing Homes will comply with The Safety Signs and Signals Regulations.

Security / Visitors

Visitors to any location may not be aware of the risk associated within the site, therefore all visitors must:

Sign in on arrival.

Be accompanied by the person they are visiting, who in turn is responsible for the visitor's safety and ensuring that visitors are aware of any hazardous process or situation they may be exposed to.

On leaving the premises, sign out at reception.

Stress at Work

Many aspects of the work that Ealing Homes undertakes are potentially stressful, not least coping with people with challenging behaviour or being confronted by aggressive people.

Ealing Homes staff have access to a 24 hour counselling helpline should the need arise and this service may offer a variety of methods of support to staff.

It is important therefore to differentiate between stress and pressure, whilst some pressure can be acceptable and can help to motivate, stress is never a good thing as individuals have reached a point where they feel they are no longer able to cope with given situations.

Managers and staff should be aware of stress issues in the workplace and should include stressors in risk assessments, where they have been identified. If staff feel stressed due to circumstances at work, such as workload or deadlines etc. this should be discussed with your line managers to find a compromise.

A review of building security should periodically be carried out and any additional security measures implemented to enhance the safety of staff, visitors and service users.

Ealing Homes takes this issue very seriously and recognise that this can lead to employees suffering with stress unless they have the appropriate support. Staff must be encouraged to report incidents of verbal or physical abuse.

Temporary and Agency Staff

All temporary and agency staff must be given the same level of protection as any other member of staff. It is important that they are warned about potential hazards and are informed about the detailed requirements contained in risk assessments, safety instructions, emergency evacuation procedures, first aid arrangements etc, because they may be unaware of such issues or the layout of the premises.

When appointing agency staff, risk assessments covering similar duties should be forwarded to the agency. The agency will then be able to ensure that staff have the necessary personal protective equipment such as safety shoes etc.

Training

It is essential that any new member of staff, volunteer or person providing agency cover is made familiar with the health, safety and welfare provisions in their workplace and in particular the emergency evacuation procedures, accident and incident reporting procedures and first aid arrangements. They should also be aware of the risk assessments that have been undertaken and hazards that have been identified and resulting control measures that have been introduced to minimise the risk. During such induction, the manager should identify whether the person has received appropriate training, the need for special equipment, furniture or personal protective equipment to be provided for their use and is familiar with any equipment provided.

All training delivered should be recorded and persons receiving training should sign to agree that they have received and understood the training.

Health and Safety Training courses available through Ealing Council include:

- Health and Safety Risk Assessments training
- First Aid at work training
- First Aid Appointed Person training
- Fire Risk Assessment training
- Fire Warden Part 1
- Fire Warden Part 2
- Electrical Safety Testing
- Work Related Stress
- Getting to grips with Manual Handling
- Face-to-Face conflict with aggression
- COSHH
- Lone Working Safely

Training and courses arranged by Ealing Homes includes:

- IOSH Health and Safety for Senior Executives
- Health and Safety for Board Members
- CDM (Construction, Design and Management Regulations)

CIEH Foundation course in Health and Safety at Work
HHSRS (Housing, Health and Safety Rating System)
Risk Assessments
Asbestos Awareness
Health and Safety for Clerk of Works
Work at Heights
Health and Safety Awareness for caretakers
Scaffolding
Supervising Safety
Safe Handling of Sharps and Drug Paraphernalia Awareness
Use of Equipment provided for use by caretakers
Managing Contractors

Ealing Homes is committed to induction and continuous Health and Safety Training programmes as the Organisation recognises the need and statutory requirement to employ competent staff.

All employees will come within the scope of sustainable training programmes. Ealing Homes will endeavour to provide suitable training to meet the needs of individuals within its overall training strategy and budget. All forms of training undertaken by Senior Managers and employees must be recorded.

Violence and Aggression

All incidents of violence or aggression (including physical and verbal) towards staff, members of the public or other service users should be reported using an accident reporting form B1510.

Being exposed to violence and aggression at work is unacceptable, and staff should not be expected to put up with verbal abuse and assaults as part of their routine work.

A review of building security should periodically be carried out and any additional security measures that are implemented must be designed to enhance the safety of staff, visitors and service users.

Ealing Homes takes this issue very seriously and recognize that this can lead to employees suffering with stress unless they have the appropriate support. Staff must be encouraged to report incidents of verbal or physical abuse.

Waste Management

Ealing Homes enters into contracts for the collection of its commercial waste. Special care is needed with respect to the bagging and storage of any medical waste e.g. sharps. Sharps must be stored in special receptacles. Special collections are organized for the removal of service users belongings, which may have become a health hazard through bodily fluid. etc. Asbestos waste has to be disposed of by a licensed or special waste contractor.

Ealing Homes is registered under the Control of Pollution (Amendment) Act 1989 as a producer of hazardous waste and a registered carrier of hazardous waste. This allows Ealing Homes to remove and store spent florescent lighting at Hunt Road Garage Area on the Havelock Estate Southall until arrangements have been made to dispose of tubes by a competent contractor.

Registration details are:

Special Waste Producer TNE/378906 and registration is valid until January 2009.

Special Waste Carrier TNE/378906/CB registration is valid until 19/01/06

(The Estate Services Manager holds original certificates)

Welfare Facilities

Ealing Homes ensures that there are adequate welfare facilities in every workplace. This includes washing facilities and toilets, kitchen facilities and areas where staff can eat meals.

When employees use welfare and kitchen facilities, users are expected to ensure that the areas are kept in a clean and hygienic condition. Any defects should be reported to line manager.

Work Equipment

The Provision and Use of Work Equipment Regulations requires employers to select suitable, safe, new or second hand equipment for use at work, maintain it properly. Potentially dangerous equipment should be removed from service. Ealing Homes shall ensure that any equipment used for work activities is inspected, maintained and tested on a regular basis and all staff using equipment be provided with information, instruction, training, and where appropriate, supervision.

Young persons under the age of 18 years must not use power tools.

Prior to purchasing any new equipment, agreement must be sought from the Department Manager and the Health and Safety Advisor. Where possible Ealing Homes will purchase low noise equipment.

Equipment will not be introduced without a detailed maintenance and service plan appropriate for that equipment being introduced.

Working at Heights

Over 40% of major injury accident on construction sites involve a fall from heights, killing approximately 50 people per year. The introduction of The Working at Heights Regulations 2005 sets out a hierarchy of measures to be undertaken when working at heights:

Where possible working at heights must be avoided.

If the work cannot be avoided measures to prevent falls must be introduced.

Where the risk of fall cannot be eliminated work equipment or other measures must be introduced to minimise the distance and consequences of a fall should it occur.

When working at height activities are undertaken the weather conditions need to be taken into account. Anyone involved in such activities must be properly trained and competent.

Works that involve working at heights include:

Working from Ladders
Stepladders, Trestles and Staging
Mobile Scaffold Towers
Roof work
Suspended Access Equipment
Mobile Elevating Work Platforms

A number of tower blocks on housing estates hold satellite, microwave dishes, communication and electronic equipment belonging to contractors. Occasionally Ealing Homes will receive requests for access onto the roof to maintain or repair this equipment. Usually access is provided via the area offices. Before access is given the company must provide names of engineers attending, a method statement and a risk assessment for the proposed works. The documentation will be reviewed and if satisfactory permission given for access to the roof areas. A copy of site rules/procedures must be given to all persons attending.

Working from Home (Home worker)

In some circumstances staff will be allowed to work from home. Ealing Homes liability insurance covers employees for working from home on the condition that a risk assessment has been undertaken. The risk assessment should look at:

DSE workstation
Manual Handling
1st Aid
New & Expectant Mothers
Fire Safety

Use of work equipment – regular maintenance to ensure safe working
Electrical equipment – Ealing Homes is responsible for equipment they supply. The electrical sockets & other parts of Home workers domestic electrical systems are their own responsibility.

There will be occasions when Ealing Homes will need to visit Home workers in their home to ensure that Health and Safety arrangements are satisfactory. In particular to:

Install, test and maintain equipment
Carry out risk assessments.
Monitor the implementation of safety procedures.

Provide instruction and training.
Such visits will be on a planned basis.

Working Time Regulations

The purpose of the Working Time Regulations is to lay down a minimum requirement for Health and Safety as regards the organisation of working time. The regulations ensure that workers cannot be forced to work for more than 48 hours a week on average calculated over a 17-week period and impose restrictions on young workers and the hours they can work.

Employees can agree to work longer than an average 48 hours a week if they sign an opt-out from the working time limit.

Ealing Homes do not have an opt-out policy and will endeavour to ensure that employees do not work long hours.

Young Persons

Prior to employing children i.e. young people below the minimum school leaving age (MSLA) or young persons (young people who have not yet attained the age of 18 years), Ealing Homes has a statutory duty to undertake a risk assessment that takes particular account of risks to children or young persons. The young persons inexperience, perception of risk and immaturity must be taken into consideration.

Ealing Homes should provide the young person with comprehensive and relevant information on:

The risk to their Health and Safety identified by assessments.
The preventive and protective measures.
The procedures to be followed in the event of serious and imminent danger.

No young person shall be employed for work:

That is beyond his/her physical or psychological capacity,
Involving harmful exposure to agents that are toxic or carcinogenic, cause heritable genetic damage or harm to the unborn child or
That may in any other way chronically affect human health, involves the risk of accidents which it may reasonably be assumed cannot be recognized or
Avoided by young persons owing to their insufficient attention to safety or lack of experience or training or

In which there is a risk to health from extreme cold or heat, noise or vibration.

Where a child (those under MSLA) is to be employed there is an additional duty to provide comprehensive and relevant information to the “parents” on the risk assessment and also on the associated control measures that are

provided. Where children are on work experience placements this information will be transmitted to the parents of the child by intermediaries.

Vibrations

The Control of Vibrations at Work Regulations 2005 requires Ealing Homes to carry out a suitable and sufficient risk assessment and to identify the measures that need to be taken to meet the requirements of the Regulations. Prior to any new work equipment being purchased information must be sought from the manufacturer that gives specific details relating to the vibration measurements from the equipment. The Health and Safety Advisor will assess the health implications of the use of the equipment and ensure that the Daily Exposure Limit Value (DELV) and the Daily exposure Action Value (DEAV) will not be exceeded and will set time limits on individuals for using the equipment on a daily basis.

The Health and Safety Advisor and Estate Services manager will ensure that any equipment provided is serviced, maintained and inspected on a regular basis and in accordance with manufacturer's recommendations.