



**NORTHAMPTONSHIRE
PARTNERSHIP HOMES**

Health & Safety Policy



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GENERAL STATEMENT OF HEALTH & SAFETY

At Northamptonshire Partnership Homes (NPH) we are committed to ensuring we have health and safety systems and processes to protect everybody who may be affected by our activities. The leadership team will lead on health and safety and regularly monitor and review our activities to ensure they are appropriate, cover all our business activities, are being fully implemented and adhered to, kept under regular review and updated as and when required. NPH will continually review all its business activities to ensure health and safety is fully integrated into everything we do.

NPH has a duty to all our employees, service partners, tenants, volunteers and the wider community who may be affected by our business activities. Meeting our health and safety objectives is the responsibility of all our employees and service partners, to achieve this we will ensure they are suitably trained and feel safe raising concerns, suggestions or observations. We encourage a proactive and positive health and safety culture across NPH.

Responsibility for meeting our health and safety objectives is delegated through the business with clear responsibilities and objectives at all levels:

- Chief Executive Officer and Directors (EMT) will ensure suitable resources are allocated to achieve the NPH health and safety objectives, this includes people and financial. They will include health and safety on all meeting agendas and quarterly review health and safety reporting for all business units. They will incorporate health and safety into all SMT job roles, objectives and performance reviews.
- Assistant Directors and Heads of Service (SMT) will integrate health and safety within their budgets and objectives. Regularly meet with the Head of Health & Safety to review their teams reporting, training and discuss health and safety compliance. Ensure all Managers have suitable training, and that health and safety objectives are incorporated into their roles and included within performance reviews.
- Managers, team leaders and senior trade operatives will familiarise themselves with their health and safety responsibilities within their area of service delivery. Ensure their teams have the appropriate training and resources for their activities. To provide regular health and safety reports to The Head of Health & Safety and include health and safety on meeting agendas with their teams.
- All staff must comply with NPH's policy and arrangements for Health and Safety, they must attend training as required and not carry out tasks for which they are not competent. They must report all accident, incidents and near-misses in accordance with the company policies. They should ensure they follow all risk assessments and where required they use the appropriate personal protective equipment (PPE). To ensure they carry out their tasks and activities as to not create hazards for themselves or others who may be affected.

To achieve an effective health and safety culture we will ensure co-operation and communication across NPH. We actively promote engagement from our employees, service partners and tenants supported by robust management, supervision and reporting of health and safety performance to deliver continued improvement and enable us to remove, reduce and manage risks and continually improve our safety culture within NPH.

Steve Feast
Chief Executive Officer
Date: 1st June 2025

1.0 INTRODUCTION

This Health & Safety Policy has been produced by Northamptonshire Partnership Homes (NPH) which is an arms-length management organisation (ALMO) with responsibility for the management of approximately 11,000 homes for West Northamptonshire Council (WNC). NPH is a wholly owned company, limited by guarantee with its own appointed board and management team.

Northamptonshire Partnership Homes is listed with company's house as: Northamptonshire Partnership Homes Limited (company number 09019453). This Policy sets out how NPH will meet its health and safety responsibilities and the arrangements for discharging these within the organisation.

2.0 SCOPE

NPH understands its duties as a business, employer and person in control of premises as set out in the Health & Safety at Work Act etc 1974 and supporting Regulations, Approved Codes of Practice and Guidance documents.

NPH and its board holds the ultimate responsibility for the identifying, controlling and managing Health & Safety for the business and all its associated activities to ensure all its employees, service partners, volunteers, tenants and others who may be affected by our undertakings are kept as safe as reasonably practicable. To achieve these objectives NPH will:

- Carry out regular review of our business and its activities to ensure we remain legally compliant with all current regulations.
- Ensure we have competent leaders, managers and supervisors in all areas of the business, ensure clear lines of communication and ongoing review of training and awareness.
- Include health and safety within all contracts with our service partners and suppliers, ensure good arrangements for monitoring, reporting and managing health and safety performance.
- Have clear arrangements for the management, reporting and investigation of accidents, incidents and near misses to ensure lessons learnt.
- Have arrangements for consultation with employees and key stake holder including Wes Northants Council, Unions and supply partners.
- Include health and safety on all EMT and SMT meetings to ensure communication and sharing across the business to ensure health and safety concerns are raised and track their resolution.

3.0 ORGANISATIONAL GOVERNANCE STRUCTURE

NPH has an effective health and safety organisational structure throughout the business to ensure effective communication from the Board through the management teams to all operational staff. While NPH's board acknowledge ultimate responsibility for health and safety is with them, they also recognise without the full engagement of all staff and stake holders a positive safety culture cannot be achieved.

Each employee has delegated duties to support the board in discharging and delivering their health and safety objectives and responsibilities. A copy of NPH's health and safety organisational governance structure is contained within Appendix 1.0 of this document.

3.1 ACCOUNTABILITIES & RESPONSIBILITIES

Under Health and Safety law NPH has a duty of care, as an employer, to all persons impacted by its business undertaking. Any person carrying out an activity, task, or act on behalf of NPH, when at work, can foreseeably cause harm. Health and safety responsibilities are allocated into specific contracted roles. NPH roles dictate what level of health and safety responsibilities are expected of the person filling that role.

All persons involved with NPH, whether Board member, or employee have delegated responsibilities and are held accountable for their own health and safety actions, and their actions towards other persons, when at work. The Chief Executive, Executive Directors and Heads of Service, must ensure that all employees within their service areas are fully aware of their health and safety responsibilities.

NPH recognises that health and safety responsibilities can be shared or delegated within the organisation. This is as opposed to accountabilities that cannot be delegated. Health and safety responsibilities or accountabilities cannot be discharged to another organisation. Organisational arrangements are in place to ensure that responsibilities and accountabilities have been clearly allocated to specific roles within NPH, so this policy can be effectively fulfilled

3.2 BOARD MEMBERS (NON-EXECUTIVE DIRECTORS)

All NPH board members are ultimately responsible for compliance with any health and safety management systems in place, the health and safety policy and key health and safety strategies. The Board shall itemise health and safety on its agenda at least quarterly to ensure it is meeting its legislative requirements and is effectively managing and applying health and safety throughout NPH. In practice health and safety features more regularly as information flows up through the Corporate Leadership Team (CLT).

The Board are responsible for reviewing, approving and signing off the health and safety policy. They aim to achieve and meet the objectives of this Health and Safety Policy and will ensure adequate resource is made available to discharge its duty. Board members should ensure that significant risks to NPH are understood and mitigated against. Board members will positively reinforce health and safety by championing these values.

The Board through its role in approving budgets will ensure adequate resources are made available to management for the implementation of this policy and a strong health and safety culture. The Board Chair will take the lead role for the Board for health and safety to ensure that due regard is given to the Health and Safety policy, procedures and any statutory provision set out in legislation.

3.3 CHIEF EXECUTIVE

The Chief Executive has overall responsibility and accountability for applying and effectively implementing the Health and Safety Policy throughout NPH. The Chief Executive shall ensure all relevant and appropriate matters are brought to the attention of the NPH Executive Management Team who together will show commitment, leadership and directorship and make provision of adequate resources. The Chief Executive and Executive Management Team will lead and champion health and safety in NPH.

The Chief Executive will ensure NPH complies with its legal obligations through its internal processes, expectations and performance. The Chief Executive will direct the Executive Management Team and ensure their Senior Management Team (SMT) adhere to their health and safety responsibilities in their operational areas of work.

3.4 HEALTH & SAFETY MANAGER

NPH have appointed a Health & Safety Manager who acts as our “competent person”, they have a key role in supporting the Board, Chief Executive and Executive Management Team in discharging their Health & Safety duties. The key responsibilities of the Health & Safety Manager are:

- Advising the Chief Executive, The Board and EMT on discharging their responsibilities under the Health and Safety at Work etc. Act 1974, advising them on changes and updates to health and safety legislation and case law
- To develop, maintain, monitor and review the Health and Safety strategic framework for all business activities
- To provide advice and support, and give direction to Managers, Team Leaders and Senior Trade Operatives to enable them to meet their responsibilities under the Health and Safety at Work etc. Act 1974 and raise to SMT/EMT areas of poor performance
- Ensure arrangements for monitoring of NPH and its service partners health and safety performance. To collect and complete reports for the EMT and Board on NPH’s health and safety performance
- Promote a positive health and safety culture and help to develop, review, and amend policies, procedures, guidance materials and establish safe systems that are current and in line with health and safety requirements
- Produce and support a training and development programme for all levels of employees to ensure their competence is maintained and they are competent to carry out their roles safely



3.5 EXECUTIVE MANAGEMENT TEAM

The Executive Management Team collectively are the officers responsible for ensuring the implementation and compliance with NPH's objectives in the Health and Safety Policy.

They must:

- Monitor and review NPH health and safety performance to ensure effectiveness of the Health and Safety management system and make acceptable recommendations to the Board, where changes or improvements are identified
- Ensure that health and safety expectations are clearly explained and communicated to the Senior Management Team and ensure that their directorate service heads, managers and supervisors are suitably trained, competent and fully knowledgeable to carry out their duties in relation to health and safety.
- Always consider health and safety requirements when new senior managers are appointed and appoint chairs/vice chairs to any groups, committees or associations where health and safety is considered
- Proactively engage in any health and safety strategies to reinforce good health and safety practices. Foster positive attitudes towards health and safety throughout their directorate and service areas, such that their beliefs and commitment to health and safety become the shared "common knowledge" of all.
- Ensure each directorate monitors its own health and safety performance with the aim to reduce risk to acceptable and reasonable levels. Ensure their respective directorate fully engages and actively assists with all scheduled external and internal inspection and audit programmes. That there is regular reporting collated by the Health & Safety Manager from each directorate to support and monitor conformance and identify areas of improvement
- Will ensure that all employees are familiar with the Health and Safety policy and all new employees are inducted into the requirements of the policy and supporting procedures. That they are competent for the role they are appointed, and a training plan produced to maintain their competence.
- Ensure there are the necessary arrangements that statutory positions are either; appointed safety representatives, 'Duty Holders', or 'Responsible Officers', appointed under statutory regulations and can effectively carry out their duties as required under such regulations.
- Work with Human Resources and the Health & Safety Manager to ensure employee health, safety and occupational health is under constant review.
- Ensure there are suitable procedures in-place for the implementation of this policy and supporting procedures when working with and providing services to our tenants.

3.6 SENIOR MANAGEMENT TEAM

The Senior Management Team has responsibility for ensuring the NPH Health & Safety Policy and procedures are implemented within their area of control. That there are suitable arrangements for monitoring and reporting from their managers to ensure compliance can be tracked and poor performance can be addressed.



To achieve this, they will so far as reasonably practicable:

- Foster positive attitudes towards health and safety throughout their service areas by leadership and personal example.
- Ensure arrangements for managing health and safety are recorded and regular reporting collated and passed to the Health & Safety Manager
- Ensure that managers, team leaders and senior trade operatives are capable, through recruitment, training resources or otherwise, for the successful implementation of the required health and safety measures.
- That their areas of control have been reviewed to identify hazards and that the appropriate risk assessments have been carried out and cascaded through their teams. That, where required, the correct Personal Protective Equipment is available.
- Monitor and review the effectiveness of health and safety management within individual service areas and take appropriate corrective action.
- Ensure 'safe working practices', or 'safe operating procedures' are at all times maintained to ensure the health and safety of all employees, residents and others who may be affected.
- That Contractors and Subcontractors have effective arrangements for their health safety and welfare and that appropriate monitoring and reporting is provided.
- That they collate all reported accidents, near-misses and non-conformances are collated and passed to the Health & Safety Manager. Where required they must complete follow up investigations and audits and produce reports for the EMT and Health & Safety Manager.
- Health and safety performance is regularly monitored and reviewed, and areas of poor health and safety performance addressed and where appropriate reported and escalated to the EMT.
- Liaise and consult with trade unions, or employee representatives, or any specialist health and safety organisations when they are recognised and duly appointed, so to ensure adequate consultation takes place.
- Ensure that health and safety risks and implications are considered and addressed when making policy or business recommendations to EMT and the Board
- Ensure there are suitable procedures in-place for the implementation of this policy and supporting procedures when working with and providing services to our tenants.

3.7 MANAGER, TEAM LEADERS & SENIOR TRADE OPERATIVES

All Managers, Team Leaders and Senior Trade Operatives must ensure that the Health and Safety of their teams in their areas of their control, they are responsible for ensuring,

- To ensure the Health & Safety of their teams, to ensure they are competent for the tasks they are asked to complete and have the correct materials, equipment and Personal Protective Equipment available.
- That a suitable and sufficient risk assessment is in place for the task and activities being carried out to ensure hazards are controlled to protect the operatives and those who may be affected by our services.
- That all operatives under their control have received the appropriate information, instruction and training and that competence is kept current.
- That all accidents, incidents and near-misses are reported and where required are investigated to determine the causes and measures are put in place to prevent reoccurrence.



- Processes implemented for regular inspections of work areas and sites to ensure health and safety measures are sufficient and being maintained
- Provide regular health and safety reporting to the Health & Safety Manager for all activities including:
 - Training and toolbox talks
 - Asset Management
 - Control of chemicals
 - Accident, incidents and near-misses including follow up investigations
 - Non-conformances

Management, Team Leaders and Senior Trade Operatives must incorporate the health and safety objectives of NPH by ensuring compliance with the Health & Safety Policy and all supporting documents and procedures and championing health and safety within their teams, they must report all health and safety issues which they have been unable to address to their line manager and the Health & Safety Manager.

3.8 EMPLOYEES

All employees have legal duties and responsibility under the Health and Safety at Work Act 1974, They must take care for their own health and safety and that of others who may be affected by their acts, or omissions. Employees are required to co-operate and work with their employer on all aspects of health and safety to successfully discharge their duties.

Employees have a responsibility to:

- Comply with NPH's Health and Safety Policy and supported safety arrangements and never carry out tasks where they don't feel safe or don't have the correct competence or training
- They are responsible for their own health and safety and that of others who may be affected by their acts or omissions
- They must report all accidents, incidents and near-misses, however minor, and support their managers with any follow up investigations
- Cooperate with their managers on health and safety matters including reporting of hazards, failures, defects and non-conformance's
- All staff must be competent for the tasks they carry out and identify any training requirements with their manager
- Use all work equipment and substances in accordance with the instructions, risk assessment and training received
- To ensure there is a suitable risk assessment for their tasks and activities, when using the core NPH risk assessments ensure they are suitable for the task, activities or location where the activities will take place, and they have the required plant, tools and equipment required to comply
- To use and maintain any Personal Protective Equipment they are issued, to report defects or damaged Personal Protective Equipment immediately to their manager and always use the correct Personal Protective Equipment for the task
- To ensure they are familiar with the NPH Health & Safety Policy and safety procedures for the task and activities they carry out and follow all Health & Safety information and direction from their managers

Note: Failure to comply with Health and Safety instruction, intentional or reckless interference with or misuse of anything provided in the interests of Health and Safety, could lead to disciplinary action including dismissal.

3.9 SERVICE PARTNERS

NPH will only appoint competent service partners, if there are changes to their structure, professional competence or registrations these must be reported to NPH immediately. They will be required to nominate a safety representative who will attend the Service Partners Health & Safety Group at NPH offices twice a year. The purpose of the forum is to share knowledge between service partners, review health and safety and discuss changes in policy and procedures.

Service partners are required to meet the NPH Health & Safety Policy through the following:

- Ensure their health and safety policy, arrangements, risk assessments, training and competence are maintained
- Maintain statutory registrations and insurances for the activities they are appointed to deliver
- Ensure they have robust safety arrangements for the protection of tenants and other members of public who may be affected by their works
- That they report to NPH Health & Safety Manager all accidents, incidents and near-misses which occur while working on our behalf and facilitate any follow up investigations
- That they work with NPH representatives with inspections or audits required by our Health and Safety Policy and procedures.

The NPH Service Partners Health & Safety Procedures sets out our full arrangements and requirements and is available on request through your NPH contact.

3.10 SAFETY REPRESENTATIVES

NPH has a responsibility to consult with its employees about matters relating to Health & Safety. The Health & Safety Manager will engage with the nominated Safety Representatives on behalf of NPH and chair the Health and Safety Coordination Meetings to be held quarterly. Included on the agenda for these meeting will be:

- Review and updates of NPH Health & Safety documents
- Review of accidents, incidents and near-misses
- Training Plans and toolbox talks
- Review of current and proposed legislation that may impact NPH and its activities

NPH will consult with its workforce on matters relating to health and safety to ensure we discharge the requirements of the Safety Representatives and Safety Committees Regulations 1977 (as amended) and the Health and Safety (Consultation with Employees) Regulations 1996(as amended).



3.11 PREMISES UNDER OUR CONTROL

The Health & Safety at Work Act etc 1974 places duties on NPH for premises under their control. How NPH manages health and safety within their offices is covered within Section 5.0 of this Policy. This section of the policy focuses on other premises under the control of NPH including estates and public areas. For premises under the control of NPH our responsibilities include:

- Legionella (shared water systems)
- Electrical Testing
- Gas Safety
- Fire Risk Assessment (shared facilities)
- Asbestos
- Damp & Mould
- General repairs and maintenance

These services are delivered by direct employees, service partners, specialist contractors all under the ultimate control of NPH. NPH will ensure all employees are competent and adequately resourced to carry out their tasks within tenant premises safely and without risk to occupants and others who may be affected by their works.

We will only engage competent service partner and specialist contractors to work on or within premises and public areas, we will carry out monitoring to ensure our standards are being adhered to and investigate all accident, near-misses, incident or reported non-conformances to avoid reoccurrence.

When we need to carry out any repairs, maintenance, statutory inspections or tests we will notify the tenant so they know who will be attending, when they will be attending and what tasks they will be completing, and we will require all persons working on behalf of NPH to carry ID. We hold bi-annual meetings with our service partners to review health and safety performance and non-conformances, identify areas of improvement, and share industry best practice.

4.0 GENERAL ARRANGEMENTS

This section of the Health & Safety Policy sets out how NPH will manage health and safety for their key business activities, a number of these headings are supported by Health & Safety Procedures which provide greater guidance and information on the specific arrangements for meeting NPH legal responsibilities.

4.1 RISK ASSESSMENT

It's essential that NPH will carry out regular reviews of its business undertakings to identify potential hazards. Hazards can come in various forms including, physical, chemical, biological and psychological. Hazards will be identified through the following processes:



- Inspection of all workplaces, site and activities
- Employee feedback and consultation
- Incident reporting and reviewing past incidents and accidents
- Changes to legislation, materials used, tools and equipment or processes

Incorporating all the above when identifying and reviewing hazards ensures all potential risks are accounted for, forming the basis for an effective risk management strategy.

All identified business risks must be reviewed by Team Leaders and Managers with the support of the Health & Safety Manager to identify if the associated risks can be removed or reduced, then carry out a suitable and sufficient risk assessment setting out how the remaining hazard and associated risks will be managed and controlled. Control measures can include engineering solutions, administrative controls, personal protective equipment and training programmes.

Personal Protective Equipment, as a control, can only be used as a cumulative control and not the primary control. This means when the use of Personal Protective Equipment is identified as a control it must be secondary to one of the other control solutions above.

All risk assessments must be reviewed annually, if the process or materials being used change, after an incident or accident or on an annual basis. Any changes to risk assessments must be communicated to those who may be impacted and controls reviewed. There must be a robust way of communicating risk assessments, so any person exposed to hazards and potential risks knows and understands their responsibilities when carrying out those tasks.

All company risk assessments are located on the NPH Intranet within the Health and Safety Hub. If any person working on behalf of NPH has concerns regarding the current risk assessments or potentially unidentified hazards these should be reported to their Team Leaders or the Health & Safety Manager.

4.2 INCIDENT & ACCIDENTS

NPH has an accident reporting procedure which is designed to outline the purpose and procedure for reporting any accidents, near-misses or incidents. The company is committed to enforce all health and safety procedures to avoid such occurrences and expects employees to comply with NPH Health & Safety Policy, procedures and supporting documents. However, accidents are sometimes inevitable. Our provision in this case is to ensure all accidents are reported timely so they can be investigated properly, and preventative measures can be reviewed and reinforced and our health and safety policy and procedures reviewed to identify opportunities to prevent reoccurrence.

All NPH staff must review the accident reporting procedures and are required to report all incidents, near-misses and accidents – regardless of how minor. These should be reported to your Team Leader or Manager using the NPH Accident / Incident Report Form which must also be copied to the Health & Safety Manager.



4.3 PERSONAL PROTECTIVE EQUIPMENT

Personal Protective Equipment will be supplied to NPH staff as required by job activity or as identified by risk assessment at no charge to the employee. Managers, Team Leaders and Senior Trade Operatives will ensure that those within their control have the correct training in the use of Personal Protective Equipment, that they have suitable facilities for its storage and know the procedures for reporting damage, defects and replacement.

It is the responsibility of Managers, Team Leaders and Senior Trade Operatives to ensure that where Personal Protective Equipment is required for those under their control that it's the correct type for the hazards present, operatives are not able to purchase Personal Protective Equipment without their Managers, Team Leaders and Senior Trade Operatives approval to comply with the above.

Employees are required to use the Personal Protective Equipment provided correctly and where they have concerns that these are raised immediately to their manager. Employees are not permitted to carry out any works where Personal Protective Equipment (PPE) is required or identified by the risk assessment but they have not been issued with or have access to the PPE required. The employee is responsible for the safe storage of Personal Protective Equipment they have been issued, to carry out pre-use checks and to report any damage or faulty Personal Protective Equipment to their line manager.

When working in an environment where you need Personal Protective Equipment employees must assess the planned activities and those who may be affected by them. They must not expose others, including colleagues, service partners, tenants and members of the public, to hazards created by the work process or the materials used. Further information is provided within the NPH Personal Protective Equipment Procedures.

4.4 PROVISION & USE OF WORK EQUIPMENT

All machinery and equipment owned and provided by NPH which falls within the definition of the Provision & Use of Work Equipment Regulations will be managed from 'cradle to grave'. On purchase of equipment, it will be added to the asset register and be tagged with a unique reference number, the register will be used to record testing, inspections, calibration, repairs and disposal of each asset.

All NPH managers, team leaders and senior trade operatives will be responsible to ensure that all equipment has been tagged and added to the asset register, that there is regular inspection of the equipment to ensure it remains in good working order, to report any defects, ensure, where required, that the equipment is tested or calibrated and at the end of life the asset register is updated.

All NPH employees issued with equipment by the company must ensure its stored correctly, inspected before use and only used for the intention it was design and provided. Each item of equipment must have a NPH Asset tag, if you have any equipment provided by NPH which is not tagged please report to your line manager. Employees must not use any equipment for which they don't feel competent or, where required, don't hold the correct training or certification and ensure they are familiar with the risk assessment. Any damaged or faulty equipment must not be used and reported to your line manager.

Please refer to the NPH Provision and use of Work Equipment Procedures for full information regards how the business manages equipment which falls within these regulations.



4.5 CONSTRUCTION DESIGN & MANAGEMENT

The 'Construction Design & Management Regulations' identify specific duty holder for works defined as 'Construction'. Where NPH identify projects which fall within the definition of these regulations we will ensure our 'client' duties are discharged.

We will appoint a Principal Contractor for each project and ensure there is sufficient time for them to plan the works and mobilise on-site, where there are limited time scales, we will discuss with the nominated Principal Contractor and ensure works can commence safely. Works will not be permitted to start until an adequately developed Construction Phase Plan, included welfare strategy, has been produced by the Principal Contractor and reviewed by the Principal Designer where appointed. And F10 submitted to the HSE where applicable.

As the client NPH will make available all information in our possession we hold relating to the properties, where surveys are required, for example asbestos, these will be arranged by NPH and contained within the Pre-information Plan. On completion of the works the Health & Safety File will be retained by NPH.

Any NPH staff visiting any site which fall within the Construction Design & Management Regulations must attend the Principal Contractors site induction and comply with site safety rules, they should be always escorted and never enter sites alone or without authorisation from the Principal Contractor. If, while on site, they see any unsafe conditions or acts these must be raised to the Principal Contractor before leaving site and to the Health & Safety Manager.

NPH will require regular reporting from the Principal Contractor, including health and safety. NPH also has the right to carry out their own audits in line with the Service Partner Management Procedures, a copy of which is available on request. NPH full arrangements for how NPH discharge their responsibilities under the Construction Design & Management Regulations are set out within our supporting procedures.

4.6 CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

NPH will ensure material registers are maintained, Material Safety Data sheets held and COSHH assessment completed for all materials used in its business activities. When procuring new products employees must request Material Safety Data Sheets from the suppliers and ensure a COSHH assessment is completed.

All chemicals used by NPH must be stored in the appropriate containers with clear labels and never decanted into other storage containers. Materials must be stored appropriately in accordance with the material safety data sheets and used in accordance with manufacturer's instructions. Where employees need to mix chemicals, they should discuss with their line manager.

Where Personal Protective Equipment is identified by the Material Safety Data Sheets and COSHH assessment these must be adhered to, if you don't have access to the correct Personal Protective Equipment, you must not use the chemicals and raise to your line manager.

Full information for the management, use, storage and control of chemicals used by NPH are set out within the Control of Substances Hazardous to Health Procedures.



4.7 MANUAL HANDLING

Manual handling operations apply to a wide range of activities involving the transporting or supporting of a load. This includes lifting, lowering, pushing, pulling, carrying or moving by hand or by bodily force.

It is the responsibility of NPH to review its business activities and identify potential tasks which may involve manual handling and identify those staff who may be required to complete these tasks. To then identify where manual handling can be avoided, smaller items/loads or mechanical handling aids. The remaining risks from manual handling should be risk assessed and training provided.

4.8 LONE WORKING

Lone working may be defined as, any work activity, which is specifically intended to be carried out in isolation without immediate access to other workers. NPH is responsible for the provision of a safe working environment for its employees and acknowledges that it has an obligation to support employees in a lone working situation.

In recognition of this responsibility NPH will:

- Provide a Lone Working Policy, documenting the process of assessing the potential hazards and identifying procedures necessary to reduce risk.
- Update knowledge and review workplace policies and procedures on a regular basis
- Provide suitable and sufficient training and instruction
- Provide risk assessment forms and instructions and training on conducting Risk Assessments
- Provide support Mechanisms in the event of an incident for staff
- Record and investigate all incidents of violence directed towards staff or clients and take any remedial action that may be required

4.9 DRIVING & USE OF COMPANY VEHICLES

NPH has a Transport and Driving Policy which sets out the roles and responsibilities of employees who either need to use their vehicles as part of their role or who drive vehicles owned by NPH. For vehicles owned by NPH there are clear arrangements for the maintenance and repair of vehicles and reporting defects, this includes weekly vehicle inspections by the employee responsible for the vehicle.

The Human Resources Department check that all drivers hold the correct licence and where employees use their own vehicles, they hold insurance for business use. All employees who need to use vehicles as part of their role must complete the Driver Awareness training course and are made aware of their duties and responsibilities when driving on behalf of NPH.



4.10 ASBESTOS

Under the Control of Asbestos Regulations, NPH has certain duties towards their tenants to minimise the risks of exposure to asbestos. NPH must also ensure those who carry out works within these premises are safe and have sufficient information to plan and carry out their works without causing any unplanned release.

NPH will ensure that Asbestos Policy and Procedures comply with all current legislation, promotes good practice and as far as reasonably practicable, safeguards the health and safety of all operatives undertaking work, visiting staff, tenants, and their visitors to these properties and that the risks involved in disturbing ACM's, are clear and understood.

In addition to the regulations and guidance within the Control of Asbestos Regulations 2012, NPH will ensure that this policy and any associated procedures are adhered to. This includes the upkeep and distribution of an effective Asbestos register and the ongoing management of Asbestos Containing Materials in NPH properties.

4.11 WORKING AT HEIGHTS

As part of our undertaking, we regularly have employees who use ladders and step as part of their daily activities. NPH ensure that the correct equipment is supplied and employees training in their correct use, that the access equipment is regularly inspected and these inspections recorded and that there is a process for reporting concerns or faulty, damaged equipment.

All employees working at height must ensure the work is properly planned and implemented, that they are competent and comfortable to carry out the task with the skills, knowledge and experience to do the job. You must use the right type of equipment for working at height. There must be a suitable risk assessment for the use of all ladders and steps which must be followed by all employees.

Where employees use other access equipment they should have the appropriate training, for example: when using mobile towers they have completed a suitable PASMA training course. They must ensure they select the correct equipment to complete the task, correctly set-up and raise any issues or concerns with their manager before starting works, no employee must put themselves or others at risk.

5.0 OFFICE SAFETY

It is the responsibility of NPH to ensure that their office where employees work is safe and without risks to health, to meet these requirements NPH will ensure that there is a suitable risk assessment, that there are arrangements in place to manage the health, safety and welfare of their employees and visitors to our offices. To monitor these arrangements there will be a nominated person under the Health & Safety Manager responsible for:



- Weekly fire alarm test with periodic evacuation tests, for recording these and reporting any issues of non-conformance to the Health & Safety Manager. To ensure the fire alarm is annually tested and any faults are repaired.
- That there is the correct fire extinguishers located at the appropriate points throughout the office, carry out monthly inspections to ensure they are in the correct location and in good visible condition, to ensure they are in inspection date and reinspection is carried out and units at end of life replace.
- That there are daily checks of the office to ensure walkways and access/egress routes, including fire exits are clear.
- That emergency lighting is tested, and defects reported to the maintenance team and repaired within a suitable time scale.
- That every month the first aid boxes are checked and stocked, used items replaced and that first aiders numbers are sufficient and training current.
- Regular welfare checks to ensure all areas have been cleaned, including kitchen and toilet facilities, that facilities are suitable stocked.
- That there is a PAT test register for all office-based equipment and that all items used in the office are in test date and re-inspection arranged as required.
- That there is a COSHH register held for all chemicals used within the office, that a suitable COSHH assessment is carried out and chemicals are stored and labelled correctly.
- That monthly Legionella checks are carried out all hot and cold-water supplies and that dead legs are flushed weekly.
- Support with all accidents, near-misses and incident reported in the office and produce report for the Health & Safety Manager.
- That any maintenance and cleaning carried at the office by contractors is carried out safely, that they have the correct risk assessments and COSHH assessments and they carry out their tasks without risk to NPH employees.

In addition to the above NPH will have procedures to protect the health and safety of its office-based employees and visitors as set out below.

5.1 FIRST AID

The Health and Safety (First-Aid) Regulations require employers to provide adequate and appropriate equipment, facilities and personnel to ensure their employees receive immediate attention if they are injured or taken ill at work. NPH has a First Aid risk assessment to identify the risks and resources to meeting them, this includes suitable First Aid boxes appropriately stocked, number of trained First Aiders appointed and communication of these staff members and First Aid facilities within our main office.

In addition to the NPH First Aid arrangements within our main office we have employees who are flexible and remote workers as well as mobile works who regularly work away from the office. The risk of employees who are not office based are assessed and any risks identified discussed and managed with them. All NPH vehicles are supplied with a First Aid box appropriate to the tasks and activities for which they are engaged. All the above is kept under regular review which are set out within the First Aid Procedure.

5.2 FIRE SAFETY & FIRE WARDENS

NPH is committed to maintaining a safe and healthy environment for employees, tenants' and other members of the public. NPH recognises that there are risks associated with fire safety and will ensure that appropriate fire safety management arrangements are implemented at their premises to protect employees, tenants and others from the risk of fire.

NPH will ensure that fire risk assessments are undertaken at their offices and for premises shared where they are the 'duty holder', that copies of the fire risk assessments are held at the relevant workplace and that where appropriate, action plans are developed and implemented to reduce or eliminate any hazards identified. Fire risk assessments will be completed/reviewed annually or when a significant change has occurred that may impact on the integrity of the fire risk assessment.

Within NPH offices we will ensure 'fire wardens' are nominated and trained, and that life safety systems and signage are regularly inspected, tested and maintained, that there are regular inspections of fire routes and emergency doors to ensure routes maintained without obstructions. NPH will carry out full evacuation tests twice a year to ensure staff are familiar with these procedures. NPH will produce PEEP's where required for staff and visitors working at or visiting our offices.

5.3 DISPLAY SCREEN EQUIPMENT

The Health and Safety Display Screen Equipment Regulations, often referred to as DSE Regulations, are a set of guidelines and legal requirements. They are aimed at safeguarding the health and well-being of workers who regularly use display screen equipment as a substantial part of their job. These regulations are in place to address the potential health risks associated with prolonged screen use, including musculoskeletal issues, eye strain and stress-related problems.

NPH has a Display Screen policy which includes assessment of all DSE Users, DSE assessments for all workers, including remote workers. Specific assessments are carried out 'on request' for expectant mothers and those returning to work and all workers who use display screen equipment will receive specific DSE Training.

5.4 YOUNG WORKERS & APPRENTICES

NPH has specific duties to anybody below the age of eighteen who is engaged by them, this could include work experience, volunteering, student placement, apprentice or trainee. Before they start any placement with NPH it must be approved by the Executive Management Team, the application must include any work or activities they will be engaged, who will have day-to-day responsibility, and a specific risk assessment completed. Young workers pose particular risks as they may lack awareness of existing or potential hazards, due to immaturity and inexperience.

Young people and have different employment rights from adult workers and are subject to protections in relation to the hours they can work and tasks and activities they can carry out. Managers must ensure they are aware of the agreed hours of work, if necessary, seeking support from the Human Resources department.

6.0 MONITORING & REVIEW

The NPH Board, Chief Executive and Executive Management Team will monitor compliance with the NPH Health & Safety Policy and supporting procedures through regular meetings with the Health & Safety Manager and framework of safety reporting. The responsibility for health and safety reporting is cascaded through the business from the front-line employees, Management and Senior Management team which are collated and reviewed by the Health & Safety Manager to produce reporting to the Executive Management Team.

The Health & Safety Manager will review reports to identify trends or business risks for inclusion within the reports to the Executive Management Team with suggested plans to address. Where there is poor reporting, this will be raised with the Senior Management Team in the first instance before Escalation to the Executive Management Team, it will be the responsibility of the Senior Management Team to monitor reporting for the areas under their control.

The Senior Management Team should have regular meetings with the Health & Safety Manager to discuss and review issues and performance within their areas of control, they will receive more regular reporting from the Health & Safety Manager to support them manage their health and safety responsibilities.

It is the responsibility of all employees to monitor health and safety and to raise safety concerns or issues of non-conformance to the office safety representative or Health & Safety Manager. NPH will agree annual programmes for internal audits and safety review of the business activities as well as review of accident and incident data.