



Committee Approver	Board
Date Approved	January 2025
Classification	Policy
Title	Health and Safety Policy
Revision Date	January 2028
Revised by	Director of Finance and Business Support Health and Safety Advisor
Next Revision Date	January 2028 (with Statement of Intent being reviewed annually)
Related Documents	Regulatory Standards of Governance and Financial Management All subsidiary policies and procedures
Location of Electronic Copy	V:\Policies and Procedures Shared\Policies\Health & Safety

## **1. Viewpoint's Values**

Viewpoint is here to help people enjoy their later years. Everything we do is about realising this vision, which is supported by the following straightforward set of values:

- Inspire with positive smiles and words;
- Say 'yes I can and I will';
- Celebrate age, experience and wisdom;
- Do according to our customers' wishes and ambitions;
- Treat people (everyone is a VIP) as we would a 'loved one';
- Work hard, have fun and laugh;
- Stay courageous, creative and ahead of the game; and
- Work with those that share our values.

These promises shape us. They are a commitment to our residents, staff and suppliers. There are fundamental to every single plan, decision and project we embark on.

Ensuring that we have systems and processes in place to manage risk effectively will support us to deliver those plans, decisions and projects, in accordance with our vision and values.

## **2. Policy Introduction**

The Board, Chief Executive Officer, Executive and Leadership Teams recognise their moral and legal duty to ensure, so far as is reasonably practicable, the health, safety and welfare of staff, customers and others who may be affected by Viewpoint's work activities.

An effective Health and Safety Policy enhances business performance, reduces injuries and ill health, protects the environment and protects Viewpoint against unnecessary losses and liability.

Viewpoint recognises its responsibilities for the environment, and to carry out all its activities in a manner that demonstrates care for the environment whilst continuing to provide the highest standards of care and housing.

To be effective, the Health and Safety Policy must be a central part of business processes. At Viewpoint, health and safety is not viewed as a separate entity, it is integrated into all systems and all staff members have a role to play. Having an effective Health and Safety Policy is essential for the wellbeing of Viewpoint staff and customers and is fundamental in allowing us to pursue our mission of helping older people enjoy their later years.

### 3. Purpose

The purpose of this policy is to clearly outline Viewpoint's approach to health and safety management. The Viewpoint Health and Safety Management System (HSMS) is divided into four parts which are summarised below.

**Statement of Intent** – There is a clear Statement of Intent which outlines Viewpoint's philosophy in relation to the management of health and safety.

**Organisation** – There are clearly defined organisational roles and responsibilities for the management of health and safety.

**Arrangements** – The preparations, documentation and activities used to ensure what needs to be in place to make the policy work, are clearly defined.

**Monitoring** – There are clearly defined methods to check the policy is working effectively and clearly defined methods to act upon any non-conformance to ensure continual improvement.

Each part of the Health and Safety Management System is outlined in more detail below:

#### **3.1.Statement of Intent**

The Statement of Intent is central in outlining Viewpoint's approach to health and safety management. It is reviewed annually and signed by Viewpoint's Chief Executive Officer, demonstrating commitment from the top of the Organisation.

#### **3.2.Organisation**

Clearly defined roles and responsibilities are essential to ensure everyone at Viewpoint knows what is expected of them. Management of health & safety is a primary responsibility, from the Board through the Chief Executive Officer and to all Viewpoint Executive and Leadership Teams and Managers. Responsibility for the implementation of the health & safety policy is delegated throughout the management structure to every staff member. Accountability and authority extends to or is limited by those matters which are within each person's competence and control.

Full details of health and safety roles and responsibilities for staff at all levels within Viewpoint are clearly set out. An organisational chart shows the chain

of command, the lines of communication and the feedback routes that are in place.

The role of the Board, the Finance, Risk and Audit Committee, and the Health and Safety Consultative Group are outlined along with details of their purpose, constitution and terms of reference.

### **3.3.Arrangements**

The health and safety arrangements section forms the largest part of Viewpoint's Health and Safety Management System. Ensuring adequate arrangements are in place will help to protect our staff and others.

#### **3.3.1. Setting health and safety objectives**

Setting objectives ensures our efforts are focused and resources prioritised, allowing us to protect our staff, customers, visitors, members of the public and the environment. By setting objectives we can drive improvement in key areas.

Viewpoint will set specific health and safety objectives on an annual basis, comprising realistic timescales for their accomplishment. The objectives will be primarily strategic in nature and will relate to the development or revision of our overall safety policy and the effectiveness of its implementation. Our annual objectives will be finalised after:

- Comparing existing arrangements against requirements of relevant legislation;
- Establishing performance standards after a thorough analysis of the needs of Viewpoint and of existing and potential risks;
- Assessing the effectiveness of existing resources devoted to health & safety.

The process for setting health and safety objectives is fully detailed in the Roles and Responsibilities Policy.

#### **3.3.2. Effective health and safety Training Strategy**

Training is central to health and safety in the workplace and has a positive impact on safety related behaviour. Effective training ensures each staff member is aware of the hazards and risks inherent in their work, knows how to work safely, and understands the processes for any foreseeable emergencies. All staff will receive necessary information, instruction and training to safely carry out their role.

Viewpoint has an established corporate induction programme which ensures new staff are introduced to key health and safety topics. This mandatory training is co-ordinated by our central learning and development function.

Viewpoint Managers are responsible for ensuring their staff receive health and safety training commensurate with their role. A suite of mandatory health and safety elearning is utilised and line managers are responsible for identifying any further training needs to ensure their staff are fully aware of, and competent to undertake all work tasks, and any delegated health and safety duties.

The Health and Safety Training Policy and accompanying Procedure will outline how training needs are assessed and met, recorded and maintained.

### **3.3.3. Effective Consultation & Established Communication Channels**

Viewpoint is committed to consulting with staff on health and safety matters. The Health and Safety Consultative Group (HSCG) will be used as the main vehicle for consultation. The HSCG is set up and run according to agreed rules and procedures outlined in the Roles and Responsibilities Policy. In addition to this, Viewpoint will consult with staff directly.

All communication and exchange of health and safety knowledge and information will be conducted in an open manner. All improvements and suggestions relating to health and safety, and any concerns, are welcome and encouraged. Staff are able to escalate any health and safety issues and concerns via the line management structure.

Other communication channels include: staff access to Viewpoint's Health and Safety Management System, policies and procedures, face to face meetings, team meetings, training sessions, email bulletins, written instructions, notice boards and signage, including displaying the Health and Safety Executive's Health and Safety Law Poster.

To ensure there are no obstacles to raising health and safety concerns, Viewpoint operates a Whistle Blowing Policy. The policy encourages and enables staff and other stakeholders to disclose genuine and legitimate concerns. It provides opportunity to fully investigate any concerns which have been raised, and allows appropriate action to be taken.

### **3.3.4. Advice and support**

Viewpoint employs an in-house Health and Safety Advisor for day to day advice and support. In addition, Viewpoint is an associate member of EVH. This membership gives access to a health and safety support service, provided by ACS Physical Risk Control Ltd, and includes a regular external safety audit. Specialist advice can also be sought from enforcing agencies.

### 3.3.5. Finance

Viewpoint is committed to ensuring the Health and Safety function is properly resourced. The CEO, Board and Executive and Leadership Teams will review available finance to determine whether adequate resources have been deployed and will take action where required.

### 3.3.6. Health and safety Control Manual and Documentation

#### 3.3.6.1. Policies and Procedures

The Health and Safety Policy (this document) sits above all health and safety documentation, and outlines the overall approach to managing health and safety at Viewpoint. It sets out the framework and structure, and summarises the arrangements which are in place. The policies sitting under this document outline our approach to all relevant health and safety topics, and cover Viewpoint's responsibilities as an employer, as a landlord and as a provider of care). Our approach to monitoring health and safety arrangements and overall governance are also detailed.

This Health and Safety Policy and procedures form the Health and Safety Control Manual. This manual sets the approach to each specific health and safety topic. These documents are supported by a set of operational procedures offering clear pragmatic processes, which are reviewed on a regular basis.

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Emergency procedures and first aid provision are included within the Health and Safety Control Manual.

#### 3.3.6.2. Risk Assessments

Viewpoint maintains procedures to ensure all hazards are identified, the risk is assessed and action is taken to eliminate or control the risk.

Suitable and sufficient risk assessments are routinely conducted, recorded and reviewed, and give assurance that the necessary control measures are implemented. Staff are involved in the process, so far as reasonably practicable, and are informed of the result. Where necessary, safe working procedures will be developed to supplement risk assessments. The full process is documented within the Risk Assessment Policy and accompanying procedure.

### 3.4. Monitoring

Monitoring and reporting are vital parts of the Health and Safety Management System. For the system to remain successful, it is necessary to continually monitor the arrangements put in place to ensure they are effective. Ongoing monitoring will allow Viewpoint to identify where issues exist, take remedial

action and ensure continual improvement. The methods of monitoring are summarised below, with the full process detailed in the Health and Safety Review and Monitoring Policy. The effectiveness of the HSMS will be monitored through active and reactive monitoring methods:

### **3.4.1. Active Monitoring**

Active monitoring allows Viewpoint to operate a proactive health and safety management system. This comprises a range of checks to ensure safety systems are working effectively and thus reducing the likelihood of unsafe situations.

#### **3.4.1.1. Systematic inspections**

Viewpoint has developed a series of inspections to ensure continued health and safety on site. These involve a systematic overview of work systems, the working environment, premises, plant and equipment. These inspections allow timely actions to be taken to resolve any issues.

#### **3.4.1.2. Reports and key performance indicators**

Regular reports on health and safety management showing progress against specific plans, established performance criteria and annual health and safety objectives, are provided to the Health and Safety Consultative Group and Viewpoint's Finance, Risk & Audit Committee, for their review and discussion.

Procedures to monitor, measure and record health & safety performance on a regular basis will be developed, established and periodically reviewed. Key performance indicators (KPIs) can be set alongside health and safety objectives, to drive performance in any identified area.

#### **3.4.1.3. Reviews**

Periodic formal reviews are necessary to ensure that policies, procedures and risk assessments are kept up to date and developed, any deficiencies are identified and that the lessons of experience are incorporated. Any review of documentation should consider information obtained from the active and reactive monitoring processes. Lessons learned should be incorporated to allow a full review of the adequacy of the documents and the effectiveness of their implementation.

### **3.4.2. Reactive Monitoring**

The identification, reporting and investigation of data arising from when systems have failed can provide valuable lessons. Viewpoint monitors accidents, incidents and near misses as indicators of performance and to highlight areas of concern. Data will be analysed to identify underlying causes and trends, and used to implement any required changes.

Damage to property and other health and safety management system failures, such as poor safety performance, can also be considered as part of a system of continual improvement.

### 3.4.3. Audits

Viewpoint carries out audits to allow a systematic, objective and critical evaluation of how well the Health and Safety Management System is performing. This active monitoring process checks whether appropriate management arrangements are in place, adequate risk control systems exist and appropriate workplace precautions are set up.

A regular internal management review shall be conducted of the Viewpoint HSMS to ensure its continuing suitability, adequacy and effectiveness.

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The audit conclusion will determine whether the implemented HSMS elements or a subset of these:

- Are effective in meeting the health & safety policy and objectives;
- Are effective in promoting full worker participation;
- Respond to the results of health & safety performance evaluation and previous audits;
- Enable Viewpoint to achieve compliance with relevant national laws and regulations; and
- Fulfil the goals of continual improvement and best H&S practice.

#### 3.4.3.1. Audits and inspections by others

Viewpoint may at times be subject to third party inspection and monitoring by enforcing agencies, including Health and Safety Executive, Local Authority Environmental Health, Care Inspectorate and the Fire Service.

Viewpoint will also organise third party inspections by specialists as required in order to offer assurance that the HSMS is effective.

Viewpoint will treat all actions arising from third party audits with the correct priority to ensure compliance is maintained.

## 4. Legislation/related policies

The Health and Safety Policy, statement of intent and arrangements for H&S will be put in place in accordance with the requirements of the following Legislation and Code of Practice:

- The Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulation 1999
- HSE Health and Safety Guide HSG65 Successful Health and Safety Management

## 5. Scope

This Policy applies to all staff and Board members in Viewpoint Housing Association, including pool staff, volunteers and people on placements. This



policy covers all persons, visitors, contractors and members of the public, who may be effected by actions taken in line with this Policy.

## **6. Compliance & Support**

### **Board**

The role of Viewpoint's Board is to ensure that this policy, as well as any associated policies, are regularly reviewed, as required, or in accordance with the usual cycle of policy review.

The Board will, in fulfilling its function, ensure that it complies as necessary with this policy, and the associated policies, procedures and documentation which support it.

### **Executive and Leadership Teams**

The role of the Executive and Leadership Teams is responsibility for ensuring that this policy, and the associated policies, procedures and documentation which support it, are implemented within Viewpoint. The Executive and Leadership Teams shall ensure that H&S arrangements are in place, and that they are operated properly from day to day. The Executive and Leadership Teams shall ensure that the H&S roles and responsibilities outlined as part of this policy are properly communicated and understood. The Executive and Leadership Teams shall also ensure that relevant managers and team members familiarise themselves with this policy, and the associated policies, procedures and documentation which support it, as well as undertaking any associated training.

### **Staff**

All staff are responsible for ensuring that they familiarise themselves with this policy, and the associated policies, procedures and documentation which support it, as well as undertaking any associated training. All staff shall ensure that they are aware of their H&S responsibilities outlined as part of this policy.

## **7. Equality Impact Assessment (EIA)**

Viewpoint aims to design and implement services, policies and measures that meet the diverse needs of our service population and workforce, ensuring that none are placed at a disadvantage over others. It takes into account the Equality Act 2010 and promotes equal opportunities for all. The Health and Safety Policy, and all policies sitting under it, have been assessed to ensure that no one receives less favourable treatment on grounds of their gender, sexual orientation, marital status, race, religion, age, ethnic origin, nationality, or disability.

An Equality impact assessment has demonstrated where any person, either individually or by group, has the potential to be discriminated against by this

policy, mitigating controls are in place to alleviate this risk.

Every effort has been made to ensure activities are inclusive for all. All processes are appropriately planned and risk assessed to allow identification and consideration of specific individual requirements. Members of staff, volunteers or members of the public may request assistance with this policy if they have particular needs. Upon request, Viewpoint will make information available in alternative formats to overcome communication barriers.

## **8. Privacy Impact Assessment (PIA)**

It is a legal requirement that Viewpoint processes data correctly; we must collect, handle and store personal information in accordance with the relevant legislation. All data streams under the health and safety function have been assessed via the completion of a multi-stream privacy impact assessment. All personal data and special category data about individuals, including customers (tenants, factored owners, residents etc.), employees and other individuals that Viewpoint has a relationship with, is gathered and used in accordance with relevant legal and best practice expectations.

## **9. Monitoring & Evaluation**

To ensure this policy remains current and effective it will be reviewed every 3 years or where a need is identified by monitoring methods, for example through audits, inspections or accident investigations.

The accompanying statement of intent will be reviewed on an annual basis.



