



HEALTH & SAFETY POLICY

JANUARY 2022

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1. Statement of Intent

At this time of unprecedented challenge of fighting the Covid 19 Pandemic SW9 CH has re-stated our commitment to the health and wellbeing of our customers and our people as our primary concern.

- We will abide by all advice given by the Chief Medical Officers (CMO) and Chief Scientific Officers (CSO) through the ~~Government~~ website
- We will maintain business-as-usual until such a time as the CMO and CSO advice may change
- This is a crisis that needs us to support each other. It is everyone's responsibility – and in all our shared interests – to keep our business strong. This will enable us to continue to provide services to our residents and jobs to our employees long after the emergency situation is over.
- We rely on everybody to continue to act responsibly and consider what is in the best interests of SW9 CH, our residents and our colleagues.
- We have confidence that the long-term business model is a sound foundation for the continuance of our services and that the contribution made by the improvement of our health and safety management and business continuity arrangements further strengthens it

SW9 Community Housing (SW9 CH) is committed to continually improving the standards of health, safety and welfare that we provide not just to our employees and contractors but also to our residents and those who may be impacted by works carried out by ourselves or those acting on our behalf.

We are mindful of the findings of the ongoing Grenfell Tower enquiry and we commit to implementing improvements highlighted in the enquiry's findings at the earliest reasonably practicable opportunity.

SW9 CH Board, Management and Employees are committed to maintaining and where possible surpassing the benchmarks set by our peers within the Social Housing sector, and where possible we will share our best practice solutions.

SW9 CH will consider the Health and Safety at Work etc. Act 1974 and associated Regulations to be the minimum acceptable standard when undertaking works and activities which impact on our employees and residents.

We recognise that our people are our most valuable asset, and as such, the highest standards of Health and Safety and employee welfare must be an integral part of our management performance plan. SW9 CH's Health and Safety policy applies to all of our workplaces and residential properties. Through strict adherence to our policies and procedures we aim to improve our performance and, where possible, the quality of life of our residents.

SW9 CH also accepts that while all staff within the organisation regardless of position have a direct responsibility for their own health and safety and that of their fellow colleagues, it is the responsibility of SW9 CH's directors, senior managers, and line managers. To ensure the activities and duties which are undertaken by SW9 CH staff are, as far as reasonably

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practicable, safe and healthy. This duty extends to ensuring residents and visitors should enjoy safe and healthy access to, and use of, all services and facilities provided by SW9 CH.

To ensure the Health, Safety and welfare of its employees, contractors and other persons who may be affected by its activities, SW9 CH will, so far as reasonably practicable, endeavor to provide and undertake the following;

- Provide plant equipment and work procedures that are safe.
- Provide a safe and health working environment and adequate welfare arrangements.
- Provide clear and relevant information relating to health and safety for all employees.
- Provide appropriate instruction, training and supervision which enable all employees to work safely and to carry out their duties and responsibilities under the Health and Safety policy.
- Establish effective consultation procedures which allow all employees to be involved in the development of health and safety policies/procedures and their implementation.
- Provide adequate and appropriate resources to implement the policy, including the provision of competent health and safety advice and assistance.
- Review our Health and Safety arrangements at least annually or as required following an event, to ensure they remain relevant to the nature and scale of our work activities.
- Take whatever other measures may be necessary and practicable to ensure the health, safety and welfare of those who work for SW9 CH, live in or visit its premises or are affected by its work activities.

SW9 CH encourages all employees to safeguard their own health and safety and that of others by adopting sensible precautions to minimize risk created by our work activities.

SW9 CH's Health and Safety Policy refers to all of its offices, workplaces and establishments.

Signed:



Delroy Rankin
Executive Director

Signed: 22/12/2021

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2. SW9 CH Health and Safety Organisation

2.1 The Health and Safety policy applies to all employees of SW9 CH. It also aims to ensure the health and safety of visitors to our premises including contractors and all persons who may be affected by our work activities.

2.2 The policy applies to all SW9 CH workplaces and properties which may be used as workplaces. It also applies to staff who are working from home or in the office.

2.3 Health and safety of dwellings, such as flats or houses owned by Network Homes and occupied by residents, is regulated by the Housing Act 2004, and is not covered by this policy.

2.4 Where possible Health and safety will be managed by using SW9 CH's existing electronic and physical H&S management systems.

2.5 Details of SW9 CH's organisational arrangements for health and safety, including the responsibilities of specific posts, are included in the role profile for each role and are summarized below.

2.6 SW9 CH is defined in law as the employer and therefore is the body that has overall responsibility for the health and safety policy and its implementation. The responsibility is discharged through the following organizational arrangements:

2.7 SW9 CH Board will:

- Approve the SW9 CH's health and safety policy.
- Ensure that all board decisions reflect its health and safety intentions, as articulated in this policy statement.
- Undertake a review of the organisation's health and safety performance and improvement plan at least annually and more frequently when appropriate.
- Perform its collective role in providing health and safety leadership in SW9 CH.
- Seek competent health and safety advice and assistance as necessary.
- Ensure that Board members are competent in their health and safety responsibilities
- Ensure that employees are consulted properly on health and safety matters and that employee concerns are reaching the appropriate level.

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- Set targets to improve health and safety based, where available, on benchmarked good practice in the sector.
- Empower Board Committees to scrutinize the health and safety performance of the business in respect of the scope of the Committee and to report their findings to the Board

2.8 The Executive Director will:

- Have overall responsibility for the implementation of SW9 CH Health and Safety Policy
- Sign the SW9 CH Health and Safety Policy Statement to demonstrate commitment at the highest level.
- Promote a positive health and safety culture across SW9 CH and ensure that health and safety is ranked with equal importance to other management responsibilities.
- Ensure that adequate and competent health and safety advice and assistance is readily available to all employees.
- Receive any exceptional reports on urgent or critical health and safety issues requiring an executive decision.
- Approve budgets which include sufficient resources to enable health and safety risks to be controlled.
- Receive an annual review of health and safety performance and approve the SW9 CH health and safety action plan.

2.9 The Head of Operations and Customer Services will:

- Discharge the functions delegated by the Executive Director.
- Exercise overall control to ensure compliance with health and safety legislation and SW9 CH policy. In particular will ensure that the following are carried out:
- Develop strategies for promoting a health and safety culture e.g. by integrating the management of health and safety into general organisational management practices.

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- Ensure managers discharge their health and safety responsibilities and maintain a record of the arrangements.
- Provide sufficient resources to fulfil the health and safety responsibilities of each service area.
- Arrange the provision of competent health and safety advice and assistance appropriate to the size and complexity of SW9 CH.
- arrange for a suitable and sufficient assessment to be made of the risks to the health and safety of employees and others who may be affected by the work of SW9 CH service areas. Ensure this assessment is documented and an action plan is produced to ensure any unacceptable risks are removed.
- Arrange representation of SW9 CH and its employees at relevant Health and Safety panels.
- Arrange for systems of work to be developed which are safe and which include a description of the task, safe working procedures, maintenance procedures, information on hazards and emergency procedures.
- Ensure contractors are assessed for health and safety competence during the procurement process and, once employed, are made aware by SW9 CH of their health and safety responsibilities, duties and liabilities. The Head of Operations and Customer Services must ensure the contractor produces method statements, risk assessments and that they are adequately supervised to look out for mutual health and safety concerns.
- Accept reports from officers on health and safety matters relating to SW9 CH operations.
- Undertakes responsibility for reporting accidents and violent incidents/assaults to the SW9 CH Senior Leadership Team, who in turn will report in accordance with the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013.
- Raise any potentially serious unresolved/on-going health & safety issues with the Executive Director or their delegated representative.
- Produce quarterly reports on health and safety compliance and provide these to the relevant boards and panels.
- Coordinate health & safety training with the Business Support.
- Ensure new installations, workstations, equipment and substances are assessed for health and safety compliance before they are purchased, installed or brought into use.

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2.10 The Head of Corporate Services will:

- Discharge the functions delegated by the Executive Director.
- Motivate managers to discharge their health and safety responsibilities and maintain a record of the arrangements.
- Support the Head of Operations and Customer Services in arranging systems of work to be developed which are safe and which include a description of the task, safe working procedures, maintenance procedures, information on hazards and emergency procedures.
- Raise any potentially serious unresolved/on-going health and safety issues with the Executive Director or their delegated representative.
- Update the health and safety management system. This will include safe working procedures, systems for assessing and controlling risks and for monitoring health and safety performance e.g. health and safety inspections.
- Provide information to facilitate the participation in, and scrutiny of, SW9 CH's Health and Safety Policy.
- Investigate accidents, identify any defects and make recommendations for any necessary remedial action.
- Carry out monitoring and auditing as necessary to ensure that inspections, risk assessments etc. are being carried out consistently across SW9 CH.
- Advise on the implementation of new health and safety legislation, enhanced working practices etc.

2.11 The Head of Finance and Resources will:

- Discharge the functions delegated by the Executive Director.
- Motivate managers to discharge their health and safety responsibilities and maintain a record of the arrangements.
- Provide sufficient resources to fulfil the health and safety responsibilities of each service area.
- Support the Head of Operations and Customer Services in arranging for systems of work to be developed which are safe and which include a description of the task, safe working procedures, maintenance procedures, information on hazards and emergency procedures

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- Budget for the provision of competent health and safety advice and assistance appropriate to the size and complexity of SW9 CH.
- Raise any potentially serious unresolved/on-going health & safety issues with the Executive Director or their delegated representative.

2.12 Operational Managers will:

- Ensure SW9 CH's health and safety policy is implemented within their service area. Implementation will include clearly defined health and safety arrangements and responsibilities of all levels of staff.
- Ensure that there are adequate and effective arrangements in place for consulting all employees within their service areas on matters that affect their health and safety. These should include health & safety as a standing item in 1:1 meetings.
- Promote a positive health and safety culture within their service areas.
- Monitor the area's health and safety performance e.g. by arranging regular workplace health and safety inspections, ensuring workstation assessments and risk assessments are carried out, regularly reviewed and forwarded to the Senior Leadership Team.
- Ensure that incidents causing injury to employees or other persons, violent incidents, and other incidents where injury could have occurred are reported to the Network Homes health and safety team and SW9 CH Senior Leadership team within 48 hours of the event. Managers reporting to Heads of Service are also responsible for conducting an initial investigation to ensure that the area has been made safe and precautions are in place to control risk. The outcome of this investigation should be recorded on the incident report.
- Receive/produce any exceptional reports on any urgent health and safety issues.
- Allocate sufficient resources to fulfil their service area's health and safety responsibilities.
- Be responsible for employees and activities under their control and will ensure that the requirements of SW9 CH health and safety policy are complied with. In particular, they will, where appropriate, undertake suitable and sufficient risk assessments and ensure that adequate measures are taken to minimise the health and safety risks to the employees under their control and to any other persons who may be affected by work carried out by these employees.
- Ensure action is taken to resolve any situations that may adversely affect the health and safety of employees or other persons. When possible rectify any problem within their own resources or see it is raised with SW9 CH's senior management, and the Network Homes Health and Safety panel as appropriate.

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- ensure that all employees under their control are given adequate information, instruction, training and supervision to carry out their duties safely and competently, paying particular attention to new/inexperienced employees and trainees.
- Ensure that all staff - particularly new staff - are familiar with the fire and evacuation procedures and the arrangements for first aid.
- Maintain records of the training undertaken by the employees who report directly to them and ensure that the human resources team is also given details.
- Ensure that all work equipment provided is suitable, properly maintained and the necessary tests and examinations have been carried out.
- Develop safe systems of work and support their implementation and management.

2.13 Employees will

- Take reasonable care for the health and safety of themselves and for those other persons who may be affected by their acts or omissions.
- Report accidents, incidents and near misses with the potential for injury or damage to their line manager immediately.
- Report any incidents of abusive/threatening behavior or actual physical violence immediately to their line manager and complete the Incident Report Form.
- Report hazardous situations, defects found in workplaces, plant and equipment etc. to their line manager immediately.
- Attend health & safety training as necessary.
- Use equipment, safety systems and safe systems of work provided, e.g. workstation assessment system, lone worker safety system, or personal protective equipment, safely in accordance with the training and instruction that they have been given. This includes not using equipment they have not been authorized or trained to use.
- Report loss of, or damage to, their personal protective equipment.
- Exercise reasonable standards of housekeeping and hygiene.
- Co-operate with their managers and colleagues in matters relating to SW9 CH's health and safety policy and procedures.

2.14 All employees if they do not meet their responsibilities;

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- In accordance with SW9 CH Code of Conduct, any breach or failure to adhere to this policy or procedure will be considered grounds for invoking SW9 CH's disciplinary procedures, the penalty for which could include dismissal. Anyone found to have committed a crime will face both disciplinary and criminal action.

2.15 SW9 CH's Occupational Health Contractors will:

- Provide the contracted service including advice on medical and health assessments, pre-employment assessments, risk assessment advice, health promotion events etc.

2.16 Other officers with special responsibilities

- The implementation of SW9 CH's Health and Safety Policy depends on the contribution of all staff and contractors. In particular, the following appointed persons assist with the implementation:
 - First Aiders
 - Fire Wardens who have a number of other functions (set out on the Safety Representatives & Safety Committee Regulations) which they are entitled by law to exercise.

3 Arrangements

3.1 Part three of the policy statement contains our implementation strategy and management arrangements. Detailed arrangements for the control of specific health and safety risks are published on Apollo. This section of the policy also includes a small number of detailed arrangements that are more efficiently organised on a central SW9 CH-wide basis and are therefore included in the policy statement.

3.2 Implementation Strategy

3.2.1. The delivery of the SW9 CH policy is primarily through the Operations and Customer Services Team. The team will put in place arrangements for the management of health and safety risks based on its risk assessment(s) and the SW9 CH health and safety policy, procedures and guidance. These are made available to all employees on the shared computer drive and on Apollo.

3.2.2. SW9 CH is committed to service improvement and this means achieving and

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promoting high standards of health and safety practices for our residents and employees and maximising opportunities to create a work environment where we embed the SW9 CH's health and safety responsibilities into everything we do through the promotion of a health and safety culture.

- 3.2.3. We will play our part in responding to the COVID 19 Pandemic adhering to our core principles and using our improved capability for agile working, health and safety risk management and business resilience to maintain our services and prepare for the post-pandemic environment.
- 3.2.4 SW9 CH supports Network Homes in its response to the Grenfell Tower enquires. Network Homes have responded to the lessons learnt from the Grenfell Tower enquires and associated regulatory initiatives by investing in the establishment of a Building Safety Group which the necessary expertise and resource to support the building safety investigations, temporary fire strategies and remediation work required to ensure the safety of our resident's homes going forward.
- 3.2.5 The Grenfell inquiries have identified that we need, as a sector, to find different ways to make sure residents' voices are heard. SW9 CH has invested in resident-led Panels but will also look to find new mechanisms for listening and ensuring that residents' safety concerns are heard, assessed and acted on.

3.3 Communicating Effectively

- 3.3.1. The SW9 CH strategy is designed to ensure that risk is managed and that those responsible for services that create risks manage them responsibly.
- 3.3.2. This requires open, transparent and inclusive communications with our wide range of stakeholders. We strongly encourage productive dialogues to help improve the quality of our decision making along with higher levels of recognition and responsibility for health and safety.
- 3.3.3. We will champion sensible health and safety controls that are sensibly applied. This message is for everyone and we will make it clear in our communications that effective health and safety management is a collective responsibility in which individuals too must play their part.
- 3.3.4. The health and safety policy will be communicated to staff through a wide variety of channels. These will include Apollo and policy briefings. The corporate health and safety messages will be reinforced regularly at this level, and managers are encouraged to communicate to their teams through regular team meetings. Key documents e.g. this policy, role risk assessments will be mandatory reads and sign-offs for all employees on induction and each time they are revised and republished.

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3.4 Performance Measuring and Monitoring

- 3.4.1. Progress in respect of the implementation of the Health and Safety Policy will be reported quarterly to the Board and Senior Leadership Team by the responsible Officer.
- 3.4.2. Targets and key performance indicators will be set and agreed by the SW9 Senior Leadership Team for key health and safety objectives and will be measured via performance management systems. Performance data for improvement initiatives such as use of the lone worker system and workstation risk assessments will be reported to the appropriate committee by the Senior Leadership Team. SW9 CH Senior Leadership team will then plan and implement necessary improvement or remedial action.
- 3.4.3. SW9 CH will take part in quality management processes such as the Annual Playground technical inspection which will be used to check that routine inspections of all workplaces and common parts of our stock ensure that the preventative and protective measures are in place and effective.
- 3.4.4. SW9 CH incidents and accidents will be investigated to ascertain underlying as well as immediate causes and to ensure that remedial action is taken, lessons are learnt, trends are identified and accident prevention programmes are formulated where appropriate. The Senior Leadership Team will maintain an overview of incident trends and will arrange improvement or remedial action where appropriate.

3.5 Audit

- 3.5.1. Internal audits of the H&S management system will be conducted by Network Homes at planned intervals to assess the effectiveness of the implementation of the H&S policy and standards across SW9 CH and to provide information on the results of audits to the Senior Leadership Team. Audit programmes will be planned and managed based on the results of risk assessments of SW9 CH's activities and the results of previous audits. Internal Audit and Risk will monitor at high level the implementation of audit recommendations at SW9 CH and provide an additional H&S assurance function

3.6 Review

- 3.6.1. The SW9 CH management shall review the organisation's H&S management system at least annually to ensure its continuing suitability, adequacy and effectiveness. Input to reviews will include those recommended in best practice guidance e.g. audit results, consultation results, and performance data. Relevant outputs from management review will be made available for communication and consultation.

3.7 Occupational Health

- 3.7.1. SW9 CH contracts with two Occupational Health contractors to provide occupational health services such as fitness to work assessments and

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rehabilitation programmes. Referrals are made by HR and employees are directed to the provider that is most appropriate.

3.8 Change Management

3.8.1. SW9 CH is committed to assessing health and safety risk during the planning process of organisational changes. The Board and its Sub Committees will have a standing item on their agendas to prompt members to consider the health and safety implications of organisational change currently being planned.

3.9 Visitor Safety

3.9.1. SW9 CH is committed to ensuring the health & safety of everyone who attends our premises. For purposes of safety and security it will be the responsibility of the employee receiving the visitor to accompany them at all times, so far as is reasonably practicable, and to ensure their safety, for example in the event of a fire incident or drill. During the Pandemic, following Government guidance, we are prioritising the use of remote services to minimise the number of visits needed to our premises.

3.10 Noise at Work

3.10.1. SW9 CH's policy is to avoid the exposure of any employees to noise levels of 80 dB (A) or more. Through display screen assessments, other risk assessments, performance management reviews and 121s employees are requested to report to their line manager any incidents or work environments where they need to raise their voices to make themselves heard against background noise. Line managers should report any such incidents or unsafe conditions to the Heads of Service to arrange an independent noise survey. Line managers should also take steps to reduce unnecessary excessive noise at work at levels which are unlikely to damage hearing but if prolonged and uncontrolled could contribute to a stressful working environment

3.10.2. The Control of Noise at Work Regulations 2005 require that any working environment where exposure levels exceed 80 dB (A) must have a noise assessment carried out and the details recorded. If the noise levels are 85 dB (A) and over, efforts must be made to reduce the noise at source. If this is not possible ear protection must be worn.

3.11 No Smoking

3.11.1. SW9 CH is committed to discharging our corporate duty, in relation to places under our ownership or control, not to permit smoking in enclosed public places or in other places where it could be harmful to the health or safety of residents or employees. Further, smoking by employees or other users of our buildings is not tolerated where it could cause a nuisance to building users e.g. at the entrances to our offices. It is not the policy of the SW9 CH to attempt to ban smoking in residents' dwellings.

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3.12 Well-being

3.12.1. SW9 CH have a comprehensive package of employee benefits which incorporate health and wellbeing benefits e.g. Employee Assistance Programme and our employee benefit platform, Perkbox. Staff also have access to several pay benefits and loans, such as the Financial Hardship Loan, Cycle Loans and Welfare Loan. SW9 CH also hold sessions regarding welfare, covering topics such as mental health. Details are communicated to new employees during induction.

4 **Related Documents**

- Fire Safety Policy
- Gas Safety Policy
- Control of Asbestos Policy
- Electrical Safety Policy
- Water Hygiene Policy
- Board Assurance Framework

5 **Legislation and regulation**

This policy complies with the requirements of the Equality Act 2010.

6 **Equality and Diversity**

We will apply this policy consistently and fairly and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equality Act 2010.

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THIS POLICY IS ADAPTED FROM THE NETWORK HOMES HEALTH AND SAFETY POLICY

DATE	ACCOUNTABLE OFFICER	VERSION	CHANGE	REASON FOR CHANGE
June 2017	Executive Director, SW9	Final v.1	References to NH changed to SW9	This policy has been adapted to allow for local variations at SW9 CH. Job titles have been replaced with the relevant post-holder at SW9.
October 2019	Executive Director, SW9	Final.v2		Annual Review
	Executive Director	Final. V3		Annual Review

GLOSSARY OF TERMS

Policy Type	Definition
Adopted	Adopted policies are fully adopted by NH. All references to NH should be taken to refer to SW9CH. Any changes will be listed in the covering document.
Adapted	Adapted policies refer to Network policies with local variations for SW9CH. Any reference to SW9 in the document is in relation to their responsibilities as a separate organisation from NH.
SW9 Owned	These policies are unique to SW9CH.

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HEALTH AND SAFETY POLICY

Status (draft or final):	
Approved by:	
Approval Date:	
Policy author:	
Policy owner:	
Adopted from Network Homes: y/n	
Review schedule (1, 2 or 3 years):	1 year
Date of next review:	
Equality Impact Assessment (EIA)	Date completed
	Initial or full EIA

VERSION CONTROL/CHANGE RECORD

Guidance: When a document has undergone **major changes** requiring approval, the version number must change – e.g. from V1.0 to V2.0. When a document has undergone **minor changes**, not requiring approval, only the number after the decimal point must change – e.g. from V1.1 to V1.2. When a document is reviewed but no changes are made, the number after the decimal point must still change.

Date	Reviewed by (name and	Version	Summary of changes
March 2018	SW9 SLT	V2	Annual Review
June 2019	SW9 SLT	V3	Annual Review
December 2021	SW9 SLT	V4	Annual Review

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