

Security, Health & Safety: Involving Service Users in the Management of Health & Safety

1. Policy Statement

Providence Row Housing Association (PRHA) regards the promotion of Health and Safety measures as a mutual objective for Management and Employees at all levels. It is therefore the Association's policy to do all that is reasonable to prevent personal injury and damage to property and to protect everyone from foreseeable hazards, including the public, in so far as they come into contact with PRHA, its operations and buildings.

2. Approach

PRHA believes in the importance of involving all service users both in the implementation of the Health & Safety policy and in the audit of policy compliance. We commit to consult with service users about any changes to health and safety policies and systems both locally and on an organisation wide basis.

PRHA also works with service users to plan their support needs. Central to the support planning process is evaluation of risk to oneself & to others & planning to mitigate risks. This is therefore a key component of our work to manage health & safety across the organisation.

PRHA is also committed to providing clear and accessible health and safety information to our service users to ensure all are enabled to access support and help and are clear of individual actions to take in an emergency. Examples of this are:

- emergency call out and out of hour support arrangements being publicised clearly
- provision of clear information on what to do in the case of fire

3. Action & Focus

In order to achieve the aims of our policy to involve & consult service users on health and safety matters, we will ensure that all systems, frameworks and literature enable this to happen. The following are examples of how we currently achieve this:

- Health & Safety Information in service handbooks – we currently include what to do in an emergency, out of hour numbers, external support services such as the Samaritans. This information is reviewed on a regular basis with service users to ensure it is up to date and relevant.
- Posters & leaflets provide clear emergency contact details and emergency procedures.
- Training: We currently involve service users in health and safety training. An example is that PRHA offers AQA accreditation for service users who take part in health and safety inspections.
- Emergency Plans: each service has an emergency plan. Details of what to do in the case of the disruption of the service is made available to service

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users. Service users are involved in the review and development of service emergency plans.

- House Meetings: we will continue to invite external organisations to house meetings to discuss health and safety issues. An example of this is the fire service visiting schemes to discuss fire safety. Health and Safety is a regular agenda item for all House Meetings.
- Audit: we will continue to facilitate service user involvement in health and safety inspections. Training is provided to service users on a regular basis.
- Needs & Risk Assessment: health and safety is central to our needs and risk assessment package. Service Users are involved in evaluating risks to themselves & risks they may pose to others. Plans are agreed to mitigate these risks. It is central to all of our services that service users are empowered to take ownership of individual health and safety matters.

4. Consultation

PRHA has both local and organisation wide consultation frameworks.

On an organisation wide basis the Service User Advisory Panel and the Maintenance Advisory panel is consulted on health and safety policies, good practice and emergency scenarios. These panels feed directly into PRHA's Management Board. We also carry out annual satisfaction surveys. Through these surveys we ask specific health and safety questions on areas regarding safety and cleanliness. Information and data gathered from surveys feed directly in departmental work plans. Feedback on developments is also provided through newsletters and central service users meetings.

On a local basis through manager's surgeries and house meetings we will continue to consult with service users on health and safety issues such as fire drills, emergency plans, fire safety plans, repairs performance and property risk assessments.

To be used in conjunction with PRHA's Health & Safety Policies:

PRHA General Health & Safety Policy Statement **HS19**
 Risk Assessment Procedure (Service Users) **CS53**
 Lone Working Policy and Procedure **CS35**
 Fire Safety Policy **HS30**

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