

1. Introduction

This policy applies to all employees and any one working on behalf of FSE Property Services Ltd. We are committed to ensuring the safety and well-being of our employees, subcontractors, contractors, tenants, young people, and vulnerable individuals while working in social housing. This policy outlines the safety measures and safeguarding responsibilities that must be followed to protect all parties involved, including staff, tenants, and the wider community. These expectations are in line with the standards set by housing contractors.

2. Prioritising Safety

- **Work Areas:** It is essential that all work areas are secure, clearly marked, and free from hazards. Tools and materials must never be left unattended, and work areas must be maintained to a high safety standard at all times.
- **Respecting Tenant Privacy:** We expect all employees, or anyone working on behalf of FSE Property Services Ltd to respect tenant privacy and personal space, while adhering to safety protocols that protect everyone in the home. Extra care must be taken when working around children and vulnerable individuals.
- The overall safeguarding responsibility lies with Robert Holt, who is the designated Safeguarding Champion. In his absence, Carl Knowles must be informed of any concerns

3. Safeguarding and Reporting Concerns

If you witness abuse or neglect—such as unexplained injuries, emotional distress, or unusual behaviour—you must report these concerns immediately to the appropriate authorities and inform Rob. You are required to follow all safeguarding procedures to ensure that the work environment remains safe and supportive for everyone.

4. Safety Steps for Working in Social Housing

All employees, subcontractors, and contractors must follow these critical steps to ensure safety for themselves and vulnerable tenants, in line with the expectations of housing contractors:

- **Use Personal Protective Equipment (PPE):** Always wear the necessary PPE, your ID badge, and company-issued clothing while working.
- **Secure the Work Area:** Barriers, signs, and warning cones must be set up to keep children and vulnerable individuals away from hazardous areas. Gates, doors, and windows should be locked when not in use.
- **Communicate with Tenants:** Before starting work, inform tenants—especially those with children or vulnerable individuals—about the work process and any potential risks. Agree on designated safe zones within the property.
- **Keep Tools and Materials Secure:** Tools and materials should be stored out of reach when not in use. Hazardous substances and sharp objects must never be left unattended. Ladders and scaffolding should always be secured properly.
- **Supervise and Stay Alert:** Always be aware of your surroundings, especially in areas where children or vulnerable tenants may be present. Address unsafe behaviour immediately and remove yourself from situations where you feel unsafe. Report any safety concerns to Rob promptly.
- **Maintain a Clean Work Environment:** The worksite should be kept clean, with particular attention paid to reducing trip hazards in shared spaces like hallways or stairs, which tenants may pass through.
- **Report Safety Concerns:** Any identified hazards or unsafe conditions should be reported immediately to the site supervisor or Rob, so corrective action can be taken.
- **Report Safeguarding Concerns:** If you notice any signs of abuse or neglect, or if a tenant expresses concerns, you must report it immediately to Rob Holt. In cases of immediate danger, call 999. All reports should be documented, and Rob Holt will contact the appropriate authorities as necessary.

5. Confidentiality and Professionalism

All sensitive information must be kept confidential. No sensitive information or matters detrimental to the company should be shared or posted on social media without explicit consent. All employees, and anyone working on behalf of FSE Property Services Ltd must uphold the highest standards of confidentiality at all times.

6. Identifying Conflicts of Interest

If you become aware of any personal relationships or conflicts of interest between tenants and employees or subcontractors associated with the contract, you are required to notify Rob Holt immediately. The impact of such relationships will be assessed by Rob Holt at their discretion.

By following these safety and safeguarding procedures, in line with housing contractors' standards, you contribute to creating a safe, respectful, and compliant work environment. All employees, and anyone working on behalf of FSE Property Services Ltd are expected to understand and fulfil their obligations to safeguard tenants and maintain the highest standards of safety while working in social housing.

If you require further support or guidance, please contact Rob Holt immediately, or in his absence, Carl Knowles.