



City of
Stoke-on-Trent

Housing Revenue Account Asset Compliance Strategy October 2023

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1. Introduction

- 1.1 This strategy sets out the Council's overall approach to health and safety relating to all assets that fall within Stoke-on-Trent City Council's (the Council) Housing Revenue Account (HRA) portfolio. Public Buildings are covered by their own separate policy. It provides a framework to deliver a consistent approach to managing health and safety within its homes, communal blocks, and other properties owned and managed by the Council, in its role as a housing provider and landlord.
- 1.2 The term 'resident' to mean anyone who is a Council tenant or leaseholder or member of their household.
- 1.3 All repairs and maintenance, void management works and health and safety works carried out to Council properties are undertaken by Unitas Stoke-on-Trent Ltd (Unitas), the Council's wholly owned repairs and maintenance company.
- 1.4 This strategy is underpinned by individual policy documents relating to specific areas of health and safety. In addition, each policy is interpreted through detailed procedures, process maps and guidance for staff and residents and other supporting material.
- 1.5 This strategy and its supporting documents are available to employees of the Council and Unitas. This strategy and its associated policy documents are available on the Council's website <https://www.stoke.gov.uk/housingandneighbourhoods>.
- 1.6 The boundaries of control between residents and the Council are defined in tenancies, leases and licenses. Joint working between the Council, Unitas and residents is instrumental to manage health and safety risks inside homes and surrounding areas.

2. Aims and Objectives

- 2.1 The Council's key objective is to secure the health, safety and welfare of those who may be affected by its work and actions. This is achieved by:
 - Adopting safe working systems and practices in the delivery of property-related services to tenants and leaseholders and protect them from dangerous occurrences.
 - Fostering a commitment to health and safety through staff and resident consultation and involvement to promote and achieve safe and healthy conditions in homes and neighbourhoods.
 - Improving awareness of health and safety management amongst Housing Development and Growth Directorate employees, Unitas employees and contractors through training, guidance, effective communication systems and management structures.

- Carrying out risk assessments via competent persons to check our performance and effectively identify and mitigate uncontrolled risks.
- Setting health and safety performance targets to support effective risk management and reporting.
- Reporting relevant incidents and accidents in accordance with statutory requirements and both Housing, Development & Growth Directorate and Unitas' protocols.
- Controlling relevant documents and regularly reviewing policies, procedures and guidance remain in line with statutory requirements and reflect good practice.

3. Purpose and Scope

- 3.1 The purpose of this strategy is to set out how the Council aims to protect the health and safety of residents, visitors, staff and contractors by maintaining safe homes, neighbourhoods, amenities and general living conditions and ensuring that hazards are identified and suitably managed. The Council has a duty to ensure that its homes are safe and suitable for letting and to ensure, whenever possible, that risks to health and safety are minimised.
- 3.2 This strategy forms part of a wider organisational commitment to driving a health and safety culture amongst staff and contractors (as detailed within the Council's Health and Safety Policy).
- 3.3 The key objective of this strategy is to ensure the Council, Unitas Board, Council's Senior Leadership Team (SLT), employees, partners, and residents are clear on their legal and regulatory obligations around health and safety.
- 3.4.1 This strategy and its associated health and safety compliance policies are applicable to:
- All domestic properties within the Housing Revenue Account (General Needs Housing, Supported Housing, Sheltered Housing, and Homes in Multiple Occupation including Temporary Accommodation).
 - All non-domestic properties within the Housing Revenue Account (Internal and External Communal Areas, Offices, Community Rooms, and Garages).
- 3.5 Where properties are leased from the Council, and managed on behalf of third party property owners, statutory responsibility will be detailed within the terms of the lease / management agreement. Where the statutory responsibility lies with the property owner, the Council will ensure that the appropriate certificates are in place, and be given assurance that they are safe before being occupied.

4. Roles and Responsibilities

- 4.1 Health and safety is an integral part of the management function within the Housing Development and Growth Directorate and within Unitas. All employees are responsible for implementing this strategy and everyone has a role to play to ensure that the Council is compliant with its legal obligations towards health and safety. It is therefore expected that employees co-operate to make a positive contribution and aid continual improvement.
- 4.2 Directors and senior managers have a special duty to secure a high standard of health and safety and show proper concern for their own and others safety by exercising due care and attention, and observing authorised methods of working and codes of practice, including those inherent in their professional or trade training.
- 4.3 The practical application of the duties and responsibilities are normally delegated to other employees and external contractors.
- 4.4 The following sets out the overall strategy and operational responsibility and accountability for this strategy.
- a. **Overall accountability:** The Council as a corporate body as landlord and employer
 - b. **Director-level responsibility:**

The **City Director** has the overall responsibility for health and safety at the highest management level of the organisation.

The **Assistant Director of Housing and Community Safety** is responsible for the overall effectiveness of this strategy for the Housing Development and Growth Directorate and residents and to:

 - i. Recommend the strategy for approval by the Council;
 - ii. Make sure that risk reduction and control methods are in place and used to decide upon priorities and objective setting for suitably managing hazards in and around homes, neighbourhoods, amenities and general living conditions and controlling risk as far as is reasonably practicable;
 - iii. Meet and monitor operational standards in line with statutory requirements, approved codes of practice and/or best practice;
 - iv. Ensure that adequate resources are available and allocated in order to manage health and safety risks effectively;
 - v. Ensure evaluation, monitoring and review of health and safety arrangements and performance formally at least once every quarter;
 - vi. Escalate problems to the City Director where appropriate;

- c. **Operational responsibility** rests with the **Operations Director, Unitas**. They are responsible for ensuring management control of this service and for:
- i. Ensuring that management systems and support to maintain standards are in place;
 - ii. Delegating duties to colleagues and contractors and ensuring that independent assurance is obtained for the different areas of this strategy.
 - iii. Making sure that appropriate action is taken to address health and safety issues that may arise;
 - iv. Ensuring that emergency and/or contingency plans are in place;
 - v. Arranging or undertaking investigations as necessary;
 - vi. Ensuring that job roles include relevant responsibilities of post-holders.
- d. **Operational implementation: The Head of Asset Management and Investment, Unitas; the Head of Planned, Mechanical and Electrical, Unitas** and their managers/supervisors are responsible for:
- i. Delivering the health and safety service for their specific areas of responsibility, whether delivered through in-house staff or external contractors;
 - ii. Taking operational responsibility for day to day working practices and procedures, keeping abreast of legislative changes and best practice and being accountable for the performance of their team, including and undertaking impromptu monitoring as part of their routine job;
 - iii. Making sure that risk assessments and method statements are in place and implemented. Monitor review, amend as necessary to ensure that suitable measures are devised and implemented;
 - iv. Ensuring that staff are provided with relevant information, instruction, supervision and training to enable them to carry out their duties;
 - v. Arranging relevant training for new and existing staff, trainees and apprentices who work within their service remit;
 - vi. Ensuring any contractors are aware of this strategy, our procedures and any other relevant information.
 - vii. Regularly inspecting and monitoring the implementation of this strategy, policies and procedures for their area and escalating issues to their manager.
- e. **Operational overview: All relevant Managers and/or Supervisors**, collectively will ensure the following:
- i. Consider compliance with the strategy and operational practices;

- ii. Assess performance against targets;
 - iii. Consider the provisions for health and safety;
 - iv. Assess requirements for training and communication for colleagues and residents;
 - v. Compliance with Risk Assessments;
 - vi. Regularly review and update of emergency and/or contingency plans;
 - vii. Consider the needs of vulnerable residents and those with diverse needs and act accordingly.
- f. **All Council Officers, trainees/apprentices and volunteers** are required to:
- i. Attend relevant training as determined by the post and level of responsibility;
 - ii. Co-operate with their employer to ensure compliance with this strategy;
 - iii. Identify and report any relevant concerns to their supervisor or another senior manager;
 - iv. Ensure that any staff they supervise follow all relevant guidelines and comply with this strategy;
 - v. As a condition of employment, all staff must remember that deliberate breach of and ignorance of this strategy is a disciplinary offence and may lead to legal action.
- g. **Contractors, consultants and external agents** are required to abide by this strategy at all times. Relevant managers are responsible for ensuring that relevant documents are provided to external providers and for monitoring their performance. Contracts will feature relevant sections of this strategy and procedures, together with any other technical information on specific topics.
- h. **Governance level assurance:** The Leader of the Council and the Cabinet Member with responsibility for Council Housing will ensure that they receive assurance regarding adherence to this strategy, together with relevant reports demonstrating effective management and legal compliance.

4.5 The table below summarises the levels of responsibilities for each duty holder in respect of areas of health and safety compliance.

Asbestos – Levels of Responsibility	Duty holder
Overall governance responsibility for ensuring the strategy and policy is fully implemented to ensure full compliance.	The Council
Overall responsibility for the management of asbestos safety for all HRA buildings,	The Council
Strategic responsibility for the management of asbestos safety and ensuring compliance is achieved and maintained.	Assistant Director of Housing and Community Safety, SOTCC
Management and operational delivery responsibility.	Director of Unitas
Appointed Person	Director of Unitas
Operational responsibility for the management of asbestos safety and overseeing the delivery of these programmes.	Compliance Manager (Unitas)
Electrical Safety– Levels of Responsibility	Duty holder
Overall governance responsibility for ensuring the strategy and policy is fully implemented to ensure full compliance.	The Council
Overall responsibility for the management of electrical safety.	The Council
Strategic responsibility for the management of electrical safety, and ensuring compliance is achieved and maintained.	Assistant Director of Housing and Community Safety, SOTCC
Management and operational delivery responsibility.	Director of Unitas
Operational responsibility for the management of electrical safety, responsible for overseeing the delivery of programmes.	Electrical Service Manager (Unitas)

Fire Safety– Levels of Responsibility	Duty holder
Principle Accountable Person	The Council
Accountable Person	The Council
Responsible Persons	The Council and Unitas
Overall governance responsibility for ensuring the strategy and policy is fully implemented to ensure full compliance.	The Council
Strategic responsibility for the management of fire safety within all HRA buildings, and ensuring compliance is achieved and maintained.	Assistant Director of Housing and Community Safety, SOTCC
Management and operational delivery responsibility.	Director of Unitas
Operational responsibility for the management of fire safety within all HRA buildings	Compliance Manager (Unitas)
Gas and Heating Safety– Levels of Responsibility	Duty holder
Overall governance responsibility for ensuring this policy is fully implemented to ensure full compliance	The Council
Overall responsibility for the management of gas and heating safety for all HRA buildings	The Council
Strategic responsibility for the management of gas and heating safety,	Assistant Director of Housing and Community Safety, SOTCC
Management and operational delivery responsibility	Director of Unitas
Operational responsibility for the management of gas and heating safety	Gas Manager (Unitas)

Water Hygiene Safety– Levels of Responsibility	Duty holder
Overall governance responsibility for ensuring this policy is fully implemented to ensure full compliance	The Council
Overall responsibility for the management of water hygiene safety for all HRA buildings	The Council
Strategic responsibility for the management of water hygiene safety.	Assistant Director of Housing and Community Safety, SOTCC
Contract Management and operational delivery responsibility	Compliance Manager (Unitas)
Operational responsibility for the management of water hygiene safety	Gas Manager (Unitas)
Responsible Person	Compliance Manager (Unitas)
Deputy Responsible Person	Gas Manager (Unitas)
Lift Safety– Levels of Responsibility	Duty holder
Overall governance responsibility for ensuring this policy is fully implemented to ensure full compliance	The Council
Overall responsibility for the management of lift safety for all HRA buildings	The Council
Operational management and delivery responsibility for lift safety.	Unitas
Strategic responsibility for the management of lift safety	Assistant Director of Housing and Community Safety, SOTCC
Operational responsibility for the management of lift safety and responsible for overseeing the delivery of these programmes	Electrical Manager (Unitas)
Contract management responsibility and will be responsible for overseeing the delivery of the lift safety programmes	Compliance Manager (Unitas)

Building Safety – Levels of Responsibility	Duty holder
Overall governance responsibility for ensuring this policy is fully implemented to ensure full compliance	The Council
Overall responsibility for the management of building safety for all HRA buildings	The Council
Operational management and delivery responsibility for building safety.	Unitas
Strategic responsibility for the management of building safety	Assistant Director of Housing and Community Safety, SOTCC
Principle Accountable Person	The Council
Single Point of Contact for the Building Safety Regulator	Strategic Manager Unitas Client & Strategic Projects , SOTCC

5. External Partnerships

- 5.1 The Council and Unitas will collaborate with local emergency services (namely Staffordshire Fire and Rescue Service) and relevant agencies in order to comply and enhance safety measures.

6. Health and Safety Compliance Policies

- 6.1 The suite of Health and Safety Compliance policies will be maintained and reviewed regularly to ensure that statutory and regulatory requirements are met. The Council has overall responsibility for ensuring that all Health and Safety Compliance policies within this suite are fully implemented. Unitas has responsibility for the operational management and delivery of the requirements within each policy.
- 6.2 The Health and Safety Compliance policies are appended to this strategy as follows:
- Appendix 1 – Asbestos Policy
 - Appendix 2 - Electrical Safety Policy
 - Appendix 3 - Fire Safety Policy
 - Appendix 4 - Gas and Heating Policy
 - Appendix 5 - Legionella Control and Water Safety Policy

Appendix 6 - Lift Safety Policy

(Building Safety Policy is in development)

6.3 Each policy includes:

- An outline of the scope each policy covers.
- Roles and responsibilities and the identification of 'Principle Accountable Person', 'Accountable Person' and 'Responsible Persons' as appropriate to each aspect of health and safety.
- An outline of relevant legislation and regulatory standards.
- Legal obligations and duties.
- A statement of intent.
- An outline of the programme of works.
- Follow-up work to ensure processes are implemented robustly.
- How data and records are managed and maintained.
- How this information is communicated to residents and the commitment to establish a resident engagement strategy.
- The expected competency levels required to deliver the service.
- An outline of the training programme.
- The criteria by which performance is measured and where this is reported.
- The quality assurance measures employed to ensure compliance.
- The definition of what constitutes significant non-compliance and the escalation process.
- Procedures and process maps are provided to employees to support the delivery of each Health and Safety Compliance Policy.

7. Resident Engagement

7.1 Responsibilities

7.1.1. Leaseholders will have their obligations in terms of health and safety compliance, as set out in the terms and conditions of their lease. This will include the requirement to commission an inspection of all gas appliances and installations contained within their flat by a suitably qualified and registered gas engineer and to carry out any works required following the inspection and further to produce a Gas Safety Certificate to the Council annually upon demand. In addition, they are required to maintain the integrity of the fire door to ensure that it complies at all times with the British Standards applicable at any given time for fire resisting doors

7.1.2 Tenants of the Council will have their obligations in terms of health and safety compliance, as set out in the terms and conditions of their Tenancy Agreement. This includes promptly reporting repairs, ensuring that their own

appliances and equipment is properly and safely installed and maintained, and keeping communal areas free from obstructions and hazardous or flammable materials. Further information on health and safety in the home may be found in the Tenancy and Estate Management Policy 2017.

7.2 Information sharing

Other forms of information available to both tenants and leaseholders that provide guidance and advice on health and safety in the home is found in the following:

- Tenants' Handbook
- Safety Leaflets on Fire, Electrical, Gas, Water and Asbestos issued to new tenants on sign-up of tenancy.
- Tenancy and Estate Management Policy 2017
- Repairs and Maintenance Policy 2023
- Fire Safety information including Fire Risk Assessments to buildings with communal spaces.
- Leasehold tenants are issued with a copy of the Fire Safety Notice annually.
- Annual leaseholder newsletter
- Tenant and Leaseholder Annual Report

7.3 Communication Channels

The Council and Uitas will ensure that tenants and leaseholders have access to relevant health and safety compliance information through established communication channels to report issues and receive updates on safety matters. In addition, they will be given opportunity to participate in engagement activities, join the Fire Safety Tenant Group or become a Tenant Block Inspector.

7.4 Public Awareness

The Council and Uitas will conduct regular awareness campaigns to educate the public about the importance of health and safety in Council houses.

8. Competency and Training

The Council and Uitas will provide training for employees on health and safety procedures in accordance with their roles. The tables below detail expected competency levels required for each area of health and safety compliance:

8.1 Asbestos Competency

Role	Expected competency
Operational lead (Unitas)	P405, P402, P407 or W504 qualification (or equivalent)
Contractors conducting asbestos management surveys	Competency to HSG264
Asbestos removal contractors	Licensed
Employees (those delivering the asbestos programme, planned maintenance and repair works as part of their daily job)	<ul style="list-style-type: none"> • Basic asbestos awareness training • Team briefings • On the job training

8.2 Electrical Safety Competency

Role	Expected competency
Electrical Service Manager (Unitas)	Either: <ul style="list-style-type: none"> • Level 4 VRQ in Electrical Safety Management • Level 4 VRQ Diploma in Asset and Building Management (or equivalent) Or: <ul style="list-style-type: none"> • obtain above within 12 months of the approval of this strategy. And: <ul style="list-style-type: none"> • maintain Approved Electrical Contractor Accreditation with the National Inspection Council for Electrical Inspection Contracting (NICEIC), or equivalent.
Electrical contractors and operatives	NICEIC (or equivalent)

8.3 Fire Safety Competency

Role	Expected competency
Compliance Manager (Unitas)	Either: <ul style="list-style-type: none"> • NEBOSH National Certificate in Fire Safety and Risk Management (or equivalent) • Level 4 VRQ Diploma in Asset and Building Management. Or: <ul style="list-style-type: none"> • obtain it within 12 months of the approval of this strategy.
Contractors, fire risk assessors and fire engineers	Certified by BAFE and/or an IFSM member.
Fire Risk Assessor	Chosen in line with Fire Sector Federation's guidance.
Employees delivering the programme of FRAs and other fire safety programmes, planned maintenance and repair works.	<ul style="list-style-type: none"> • Team briefings • Basic fire safety awareness training • On the job training

8.4 Gas and Heating Safety Competency

Role	Expected competency
Gas Manager	Either: <ul style="list-style-type: none"> • Level 4 VRQ in Gas Safety Management • Level 4 VRQ Diploma in Asset and Building Management (if they are not Gas Safe Registered) And: <ul style="list-style-type: none"> • Full membership of the Association of Gas Safety Managers (AGSM). Or: <ul style="list-style-type: none"> • obtain the above within 12 months of the approval of this policy.
Operatives/engineers (internal or external)	<ul style="list-style-type: none"> • Gas Safe accreditation for all areas of gas/LPG works undertake, and • member of the Nationally Accredited Certification Scheme for Individual Gas Fitting Operatives (ACS).
Operatives / engineers for oil fired and solid fuel fittings, appliances, and flues.	<ul style="list-style-type: none"> • Oil Firing Technical Association (OFTEC), and/or

Role	Expected competency
	<ul style="list-style-type: none"> • HETAS accredited contractors
Operatives / organisations for works on ground source heat pumps and solar thermal heating systems.	Microgeneration Certification Scheme accreditation (MCS)
Employees (delivering the programme of gas and heating safety checks, planned maintenance and repair works as part of their daily job)	<ul style="list-style-type: none"> • Team briefings • Basic gas and heating safety awareness training • On the job training

8.5 Water Hygiene Safety Competency

Role	Expected competency
Compliance Manager (Unitas) – the Responsible Person	<p>A relevant qualification such as:</p> <ul style="list-style-type: none"> • the BOHS P901 – Management and control of building hot and cold-water services, or • Level 2 Award in Legionella Awareness (or equivalent), or • Level 4 VRQ Diploma in Asset and Building Management. <p>If they do not have these already, they will obtain them within 12 months of the approval of this strategy.</p>
Deputy Responsible Person (Gas Manager (Unitas)	<p>A relevant qualification such as:</p> <ul style="list-style-type: none"> • the BOHS P901 – Management and control of building hot and cold-water services, or • Level 2 Award in Legionella Awareness (or equivalent), or • Level 4 VRQ Diploma in Asset and Building Management. <p>If they do not have these already, they will obtain them within 12 months of the approval of this strategy.</p>
Consultants or Contractors	Registered with the Legionella Control Association (or equivalent),
Employees (those delivering the programme of LRAs and water hygiene testing and monitoring as part of their daily job)	<ul style="list-style-type: none"> • Team briefings • Basic water hygiene awareness training • On the job training

8.6 Lift Safety Competency

Role	Expected competency
Electrical Manager and Compliance Manager	Experience and undertake appropriate training, such as: <ul style="list-style-type: none"> • Lift and Escalator Industry Association (LEIA) Practical Management of a Lift/Escalator Contract, or • IOSH Managing Safely course, Level 4 VRQ Diploma in Asset and Building Management or equivalent.
Consultants or Contractors	Registered with the Lift and Escalator Industry Association (or equivalent),
Employees (those delivering the programme of lift inspections, planned maintenance and repair works as part of their daily job)	<ul style="list-style-type: none"> • Team briefings • Basic lift safety awareness training • On the job training

9. Governance Framework

9.1 Performance

9.1.1 Performance monitoring of the outcomes set out within each Health and Safety Compliance Policy will be undertaken through Unitas, and reported in detail to the Compliance Group, and by exception to the Customer and Client Liaison Group on a quarterly basis. These metrics will be subject to ongoing review and realigned accordingly as and when new legislative requirements emerge.

9.1.2 The Regulator of Social Housing has created a new system for assessing how well social housing landlords in England are doing in providing good quality homes and services. From 1st April 2023, the new requirements come into force and landlords have started to collect data for tenant satisfaction measures to include measures on maintaining building safety. These are:

- TP05: Satisfaction that the home is safe
- BS01: Gas safety checks
- BS02: Fire safety checks
- BS03: Asbestos safety checks
- BS04: Water safety checks
- BS05: Lift safety checks

Publication of the tenant satisfaction measures data provided to the Regulator in respect of the measures above will commence from Autumn 2024.

9.1.3 Information relating to how the Council performs in terms of compliance is shared with tenants and leaseholders on an annual basis within the Tenant and Leaseholder Annual Report. More regular updates are communicated via the Tenants' Voice, a collective representation of tenants and leaseholders who have expressed an interest to engage with the Council and act as a 'collective voice' for customers and service users. The Tenants' Voice carry out a programme of deep-dive service reviews, assessing performance and scrutinising service delivery through various Customer Assurance Panels.

9.2 Governance

9.2.1 The diagram below shows the reporting governance structure for health and safety compliance.



9.2.2 All aspect of health and safety covered within the policies are reported to Unitas' Senior Leadership Team (SLT) and the Council's Housing Operational Business Meeting (OBM) within monthly performance reports to ensure compliance is being achieved. They will also be notified of any non-

compliance issue identified. This information is provided routinely to every Unitas Board and the Council's Shareholder Group.

- 9.2.3 Fire Safety Management - A 'Fire Safety' Group is held bi-monthly and is attended by officers from the Council, Unitas and Staffordshire, Fire and Rescue Service (SFRS). A quarterly compliance meeting has been established and chaired by the Assistant Director and attended by colleagues from Housing Management, Unitas and Legal Services
- 9.2.4 In cases of serious non-compliance, the Council will consider whether it is necessary to disclose the issue to the Regulator of Social Housing.

9.4 Audit of compliance programme and quality assurance

- 9.4.1 Each Health and Safety policy sets out the programme of auditing and quality assurance measures pertaining to that particular area. This outlines the percentage of internal audits undertaken by Unitas and the level and extent of third party quality assurance audits in terms of installations, sample field checks and certificate checks where appropriate.

9.5 Risk management

- 9.5.1 The Council has overall responsibility to ensure that control methods are in place for suitably managing hazards in and around homes, neighbourhoods, amenities and general living conditions and controlling risk as far as is reasonably practicable. Risk assessments are conducted to identify potential hazards and prioritised based on severity and likelihood of occurrence.
- 9.5.2 Risks should be reduced to the lowest level as far as is reasonably practicable. Undertaking risk assessments will assist the Council and Unitas in planning to improve the health and safety management system and assist them in identifying priorities for the coming year.
- 9.5.3 Risks identified as high risk should be given priority in risk reduction. This does not mean that lower risks should not be tackled until the higher ones have been reduced. It may sometimes be possible to reduce low and medium risks with little time, trouble or effort. If this can be achieved, it should be.
- 9.5.4 Managers can delegate the function of undertaking risk assessment to other employees; however, they retain the responsibility for the accuracy and adequacy for assessments carried out on their behalf.
- 9.5.5 Any other employee that has been delegated the duty of developing or reviewing risk assessments must attend relevant health and safety training, such as: Risk Assessment Training
- 9.5.6 It is a legal requirement that all risk assessments are recorded and reviewed at suitable intervals. Dynamic risk assessing is also required for employees undertaking the tasks/ activities.

10. Review Period

- 10.1 The Council will review this strategy and its associated Health and Safety Compliance policies every two years (or sooner if there is a change in legislation or regulation).

11 Document Version Control

Date of issue 01 October 2023

Date of next review October 2025

Strategy Owner: Adrian Scarrott, Assistant Director, Housing Management and Community Safety, Housing Development and Growth Directorate.

If you are viewing this document from your personal drive or as a hard copy, it may not be the latest version. The current version of this strategy may be found on <https://www.stoke.gov.uk/housingandneighbourhoods> and the supporting documents (Compliance Policies and procedures) may be found on the Staff Intranet.

12. Contact Details

- 12.1 Stoke-on-Trent City Council – Housing Management Team contacts

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- 12.2 Unitas contacts

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