

PPS 1) Northern Social Housing Fire Safety Group – Main Room

Claire Mather, National Social Housing Fire Safety Group (North East)

PPS 2) Is your Organisations Psychologically Safe – Corduroy Room (This Room)

Hamish Moore, Chief Executive, Wellbeing Works

PPS 3) Managing Asbestos – You're doing it right aren't you? – Wool Room (2nd floor)

Scott Hewerdine, Asbestos Training Consultant, Environmental Essentials



Wellbeing Works

making the difference

Is your Organisation Psychologically Safe?

**Psychological Safety: The challenge for
Health and Safety Professionals**

**Hamish Moore,
Chief Executive, Wellbeing Works**

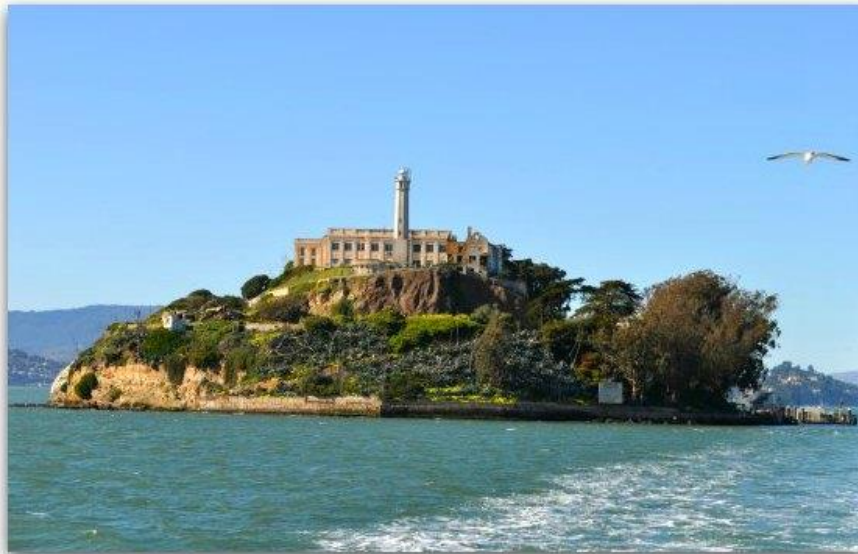
The Focus

Psychological Safety focusses on creating work conditions which are ***free from avoidable Psychological Harm.***

Who creates the conditions?

Leaders and Managers create the conditions which are Psychologically Safe so allowing individuals to function in a balanced way and hence Thrive at work.

Alcatraz



REGULATION #5

You are entitled to
food, clothing,
shelter, and medical
attention.

Anything else that you
get is a privilege.

USP ALCATRAZ
Institution Rules & Regulations

Why is it relevant?

“Psychologically Safe environments have better levels of Mental Health with fewer errors and accidents and lower levels of absence.”

Quote: Dame Carol Black, 2008/2011 Wellbeing at Work

“Psychological Safety is where individuals can function in a balanced way.”

Quote: Professor Amy Edmondson, Harvard 2000

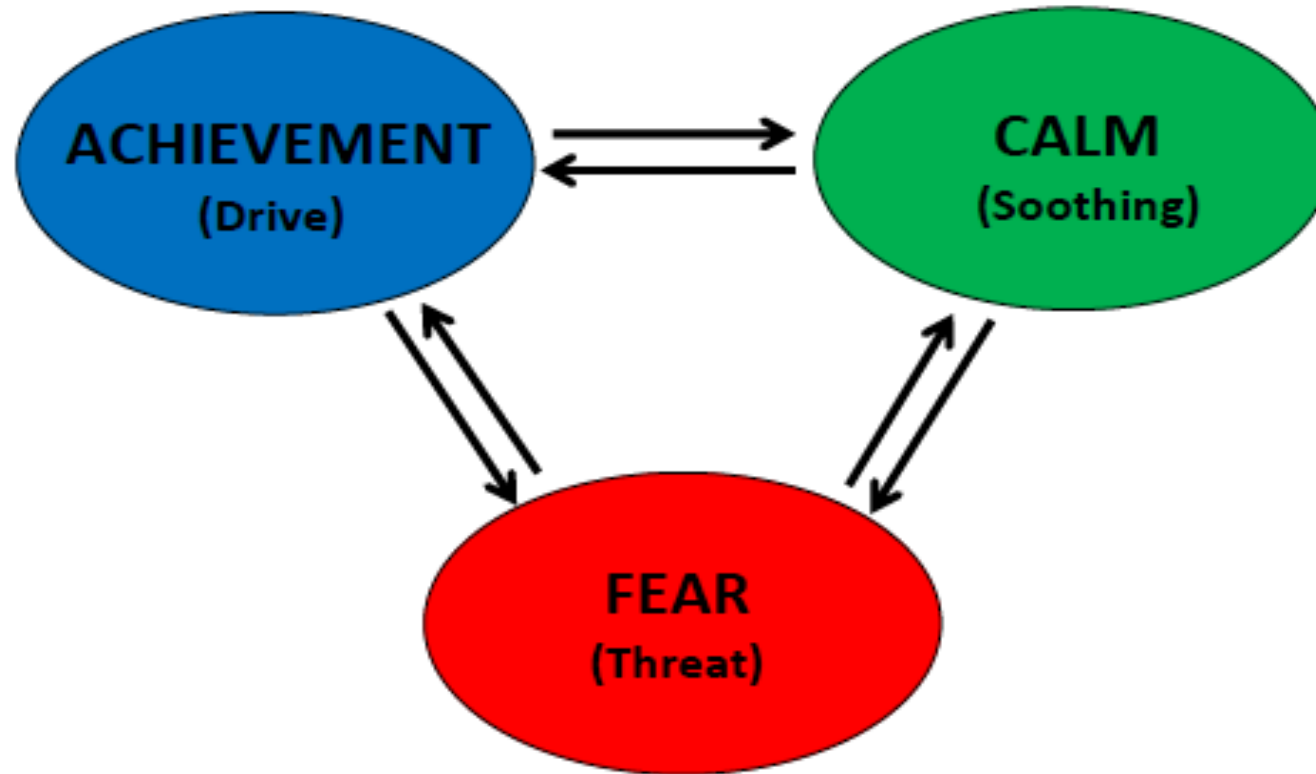
Symptoms of Unsafe Psychological Environments

- Highly stressed individuals.
- Significant absence and presenteeism levels.
- Rising staff turnover levels.
- Errors, mistakes or accidents.
- Unsupportive work relationships.
- Unwise to hold or express alternative views or opinions that leave you in a minority of one.
- Low levels of safety policy adherence.

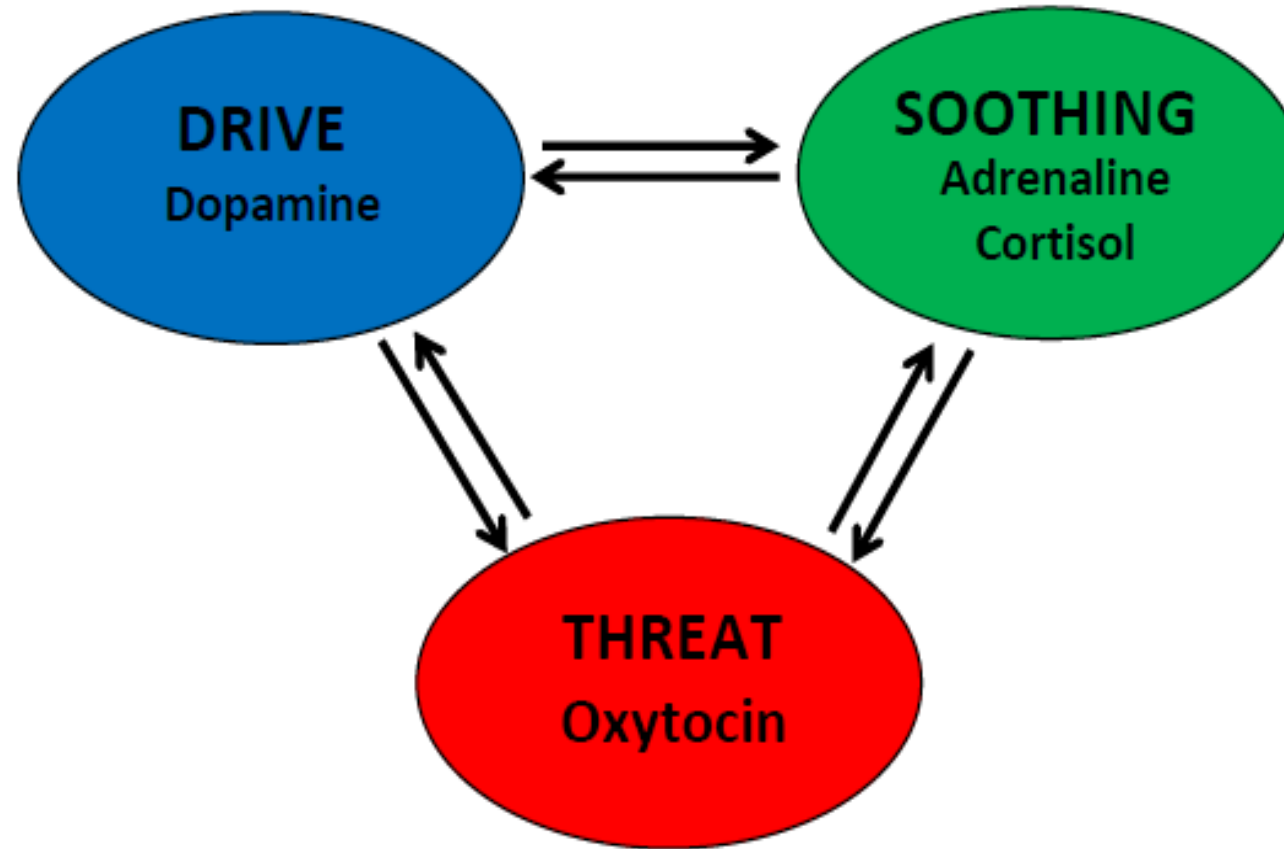
A sustainable Psychologically Safe environment includes:

- Work demands being matched by capability and capacity.
- It's safe to ask for help.
- It's safe to hold an opinion that's different to others.
- It's safe to raise ideas.
- Managers actively promote the Mental Health of staff.
- Staff feel valued by their manager and colleagues.
- Working safely is respected by all.

An imbalanced work environment is the prime cause of low levels of Psychological Safety



Imbalance and it's impact!



Some National Statistics

- 500,00 new cases of work-related stress, worry and anxiety were identified in 2017/18¹.
- 5,829 suicides of working age population 2017².
- 86% of respondents in a CIPD survey say they observe presenteeism at work³.

¹HSE 2018

²ONS 2018

³CIPD 2018

The Legal position

Health and Safety at Work Act 1974

Section 2(1) of the Act:

"It shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all his employees."

Management of Health and Safety at Work Regulations 1999

Reg 3 – an employer must assess and review work-related risks faced by its employees must be "sufficient and suitable"

Reg 5 – an employer must make and give effect to appropriate arrangements for the effective planning, organisation, control, monitoring and review of the preventive and protective measures

Case of BAE System (Operations) Ltd ‘v’ M Konczak, 2017

M Konczak (MK) was a secretary and a long-serving employee.

She was employed in 2005 to a new role in the UK working with a team led by a Saudi Air Force General, Otaibi.

A new Team Manager, Capt. Al-Jehani was appointed. MK was unhappy due to bullying and harassment by him.

MK was moved sites. She was subsequently returned to the team under Captain Al-Jehani after the job she was initially given was a ‘non-job’.

MK did not want to work for Capt. Al-Jehani. She was transferred to the team in any event. Eventually, MK went off sick. She was subsequently dismissed.

The tipping point for her absence, was when her direct line manager (Mr Dent) said – ***“women tend to take these matters more seriously than men”***.

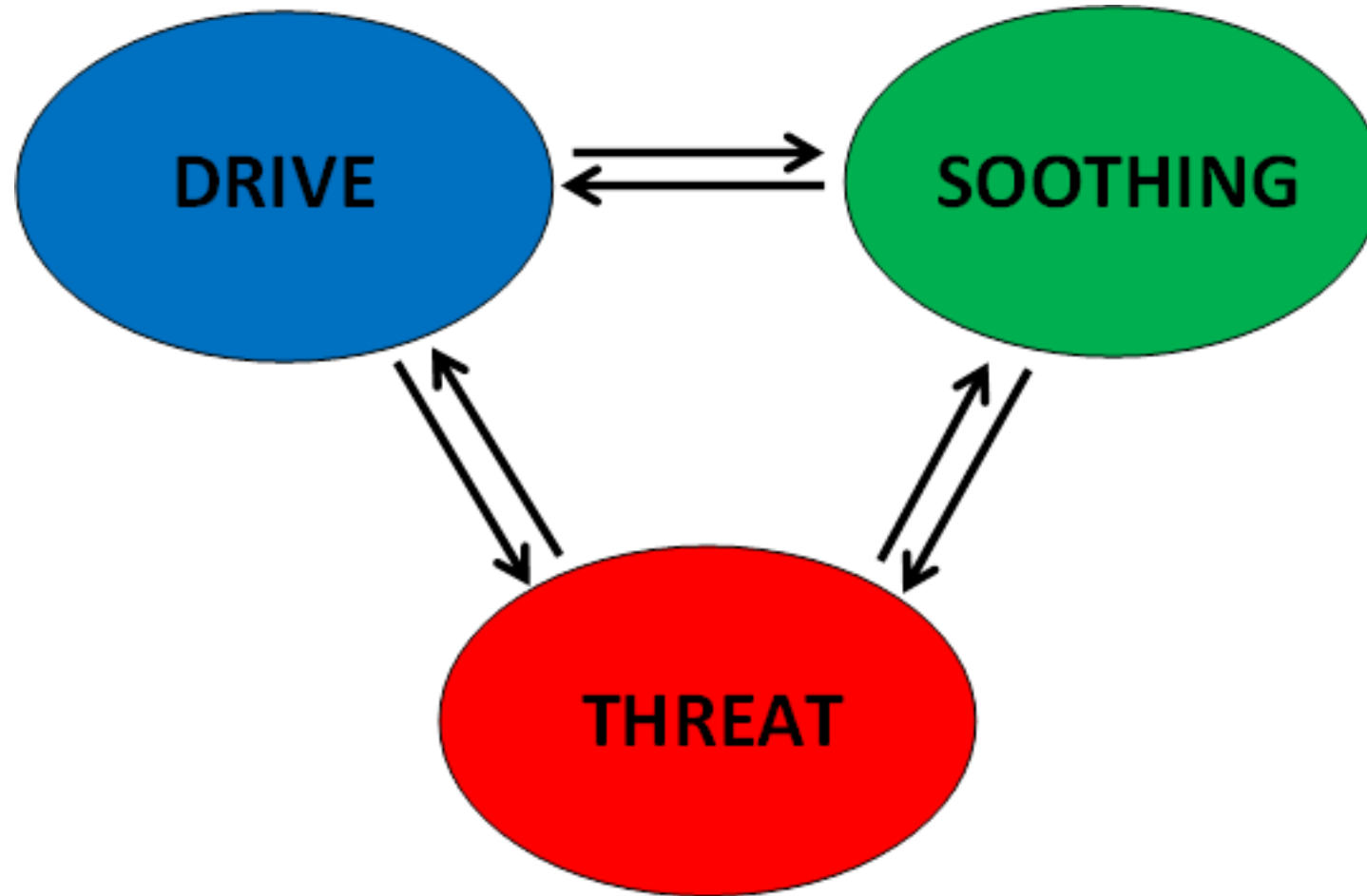
Questions for H&S Professionals

Case of BAE Systems

- Did the Company have a Risk Assessment for the level of Psychological Safety?
- Did the Company have a Psychological Risk Assessment for all job roles?
- Did the Company ensure through H&S training that Managers understood their role & behaviour in this arena?
- Was H&S involved in suggesting reasonable adjustments?
- What was the size of MK's eventual financial settlement?

How then can you measure
the level of Psychological
Safety?

Psychological Safety Components



Acknowledgment to Professor Paul Gilbert 'The Compassionate Mind'

Our research indicates 39
questions that allows you to
measure Psychological Safety
in Teams

Key Questions are

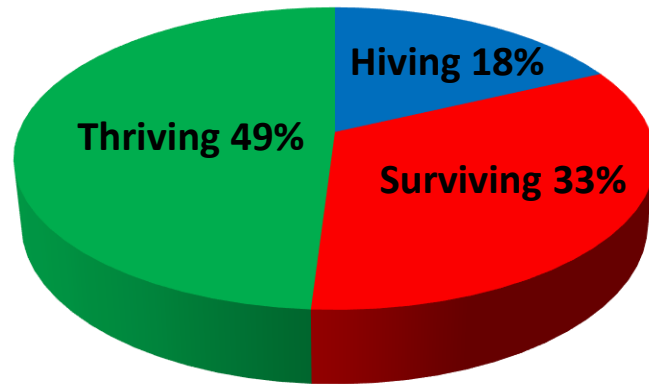
- Job challenge
- Job autonomy
- Job achievement
- Job volume
- Job stress
- Concentration and focus
- Feeling valued
- Previous work experiences

How do you report on Psychological Safety?

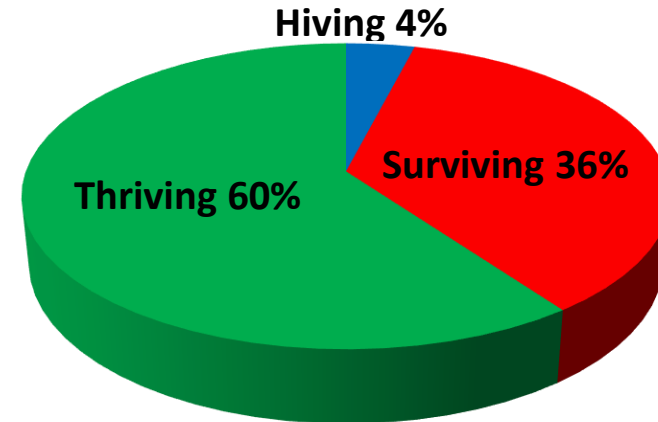
- **Generic Level:**
 - Thriving
 - Hiving
 - Surviving
- **Component Level:**
 - Drive
 - Threat
 - Soothing

An example of Psychological Safety Data

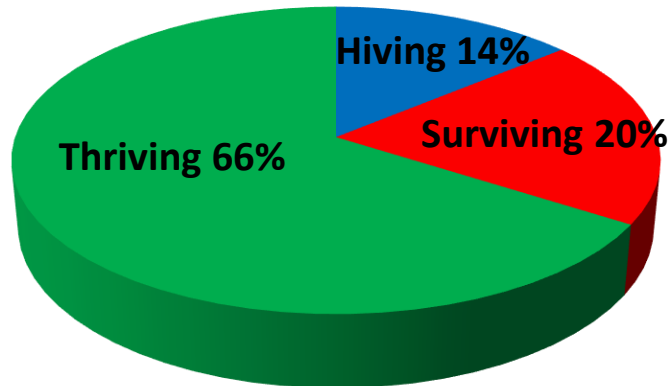
Overall Team Data



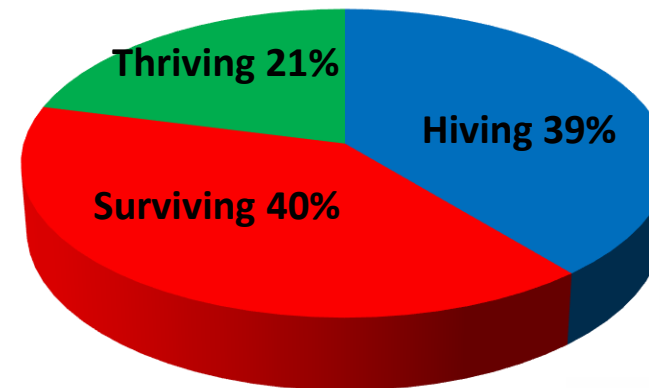
Threat Data



Drive Data



Soothing Data



Do's

- Measure the current level to gain validity and credibility.
- Use a Business Case approach.
- Set metrics for improvement.
- Work with HR/OD.
- Be a good role model yourself

Don'ts

- Underestimate the reaction to this topic.
- Assume that a “policy” will drive a change.
- Use fear as a motivator.



**Hamish Moore, Chief Executive
Wellbeing Works**

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PPS 4) Temporary Works Procurement and Health & Safety Responsibilities

- Main Room

Robert Candy, Founder and CEO, Scaffolding Association

PPS5) Effective Communication with Customers – Corduroy Room (This Room)

Craig Marriott, Health & Safety Compliance Officer, Ongo Homes

Avril Bairstow, Tenant Chair of the Residents Building Safety Group, Ongo Homes

PPS 6) ISO 45001- Is it just another standard? – Wool Room (2nd Floor)

Karl Spencer, Managing Director, PAL Software Limited



ONGO HOMES

Residents Building Safety Group



Introduction

- Craig Marriott
- Health and Safety Advisor Ongo Homes
- Avril Bairstow
- Tennant Ongo Homes



Residents helping health and safety

A new tenant group was formed at the beginning of this year.

The Residents' Building Safety Group gives tenants the opportunity to participate in, and help influence, health and safety policies in our buildings. They will be equipped with the skills and knowledge to ensure residents' safety, and will be empowered to highlight issues and raise recommendations.

There are currently tenants representing our high-rise flats, low-rise flats, retirement living schemes, houses and bungalows. This means a wide-spread of different areas and builds are covered, and that there is a voice for each and every one.

Check out what a Tpas representative Phil Murphy who helped to deliver training to the group in February thought...

David Kemp, who is one of the high-rise representatives, said:

Although the group has only been going a few months, I've already learnt so much. The best thing is, it's only going to get better and better in time."

The group is looking for a leasehold representative, but also for further input and involvement from other residents.

Let us know if you would like to be involved by emailing customer.engagement@ongo.co.uk or via our website and social media.

"How often do we see a Housing Association Maintenance & Repair Managers interacting informally & directly with residents? Great to be part of this innovative approach, between residents and landlords, to home safety."





[Home](#) / [Housing advice](#) / [Health & safety](#)

Health & safety

Asbestos risks >

Nothing is more important to us than knowing you are safe in your home.

**Carbon
monoxide** >

Every home rented from us comes fitted with smoke alarms and we provide advice to all our tenants on important safety information when they move into their home.

Fire safety advice ▼

This includes information on [gas safety](#), [Legionnaire's Disease](#), [fire safety](#) and the dangers of [carbon monoxide](#) and [asbestos](#).

Gas safety >

As your landlord, we promise we will meet our responsibility to provide you with a secure and safe home. Our procedures are regularly checked and we have won [accreditation](#) for our approach to health and safety management.

Legionella risks >

However, everyone who lives in an Ongo home has an important role to play in keeping their home clean and safe too.

If you have any concerns about the safety of your home, want to report a repair or just ask for some advice, [get in touch](#). We are always here to help.

Live Chat

Asbestos could be present in your home

It is really important that you read this advice as it is possible that asbestos is present in your house. Please don't be alarmed, this is very common, but it is important you understand what asbestos is and how to keep yourself and your family safe.

Asbestos

Asbestos is the name given to a group of fibrous minerals found naturally. It's stronger than steel and not affected by heat or chemicals which led to it being used in a lot building materials. It can be found in homes built before 2000. If in a good state of repair and left undisturbed asbestos is not a hazard to health. We have and are continuing to gather information through surveys, to monitor and manage the presence and condition of asbestos in all our homes. Although we use expert asbestos surveyors to carry out these surveys they are human, and therefore sometimes can either make mistakes or miss items if they are inaccessible or they are covered with furniture, clothing or other items. So just incase something was missed please read the section 'Where is it most commonly found', as well as reading your property asbestos record using the checker below.

Does your home contain asbestos?

Postcode:

DN15

BQZ

House Number:

1

Submit

Where is it most commonly found?

outside your home

- In soffits and fascia boards (boards around the edges of roofs)
- Guttering and downpipe
- Outlet pipes from fires and boilers
- Roof tiles
- Corrugated cement sheeting usually on sheds and garages

inside your home

- In textured coating (Artex) usually fitted before 1990
- Fire stop panels (inside heating cupboard doors or near heat sources)
- Ceiling and wall boards
- Floor tiles (thermo plastic)
- Toilet cisterns made from composite materials
- Electrical mains fuse cupboards
- Inset panels, fibre gaskets to gas fires or parkray type fires
- Bath panels

When is asbestos a risk?

Anyone who disturbs an asbestos product in their home, causing it to release fibres into the atmosphere could be at risk. Asbestos could be disturbed by doing work that involves drilling, sawing, grinding or cutting into the fabric of any material containing asbestos.

I'm wanting to decorate or carry out some DIY

Enter your postcode and house number above to check if we have any asbestos records for your home.

If you have asbestos materials in your home, extra care should be taken when doing any DIY. **You must not attempt to work on sprayed asbestos, lagging or insulating boards. Do not** drill, cut, or disturb asbestos containing materials. Also, **do not** scrape or sand asbestos materials such as Artex before painting and decorating. You are advised to cover over existing decorations rather than try to remove them

Fire safety in flats	>
Fire safety in houses	>
Fire Risk Assessments	>

Fire safety advice

We will do everything we can to ensure your home is as safe as it can be. Your home will be fitted with modern smoke alarms and if you live in a block of flats, we will carry out regular checks of communal areas, emergency lighting and alarms.

From time to time we will also carry out fire and evacuation drills in blocks of flats. Humberside Fire and Rescue officers are also happy to carry out a home safety check for you if you ask them to. Give them a call on **01724 295900**. However, the best advice is to take measures to avoid fire starting in the first place.

To find out more about flats and high rise safety, [click here](#). Or for advice on how to keep your home safe from fire, [click here](#).

What to do in the event of a fire

- Call 999 and ask for the Fire Service. Tell them if there are people in the building and if anyone has a disability.
- Keep calm.
- Do not try and put out the fire yourself unless you know you can quickly and safely.
- Get everyone out of the house – and stay out.
- Don't stop to collect anything or get dressed.
- Follow your planned escape route.
- Close all the doors behind you as you leave the house.

If your escape is blocked, here's what you should do:

- Get everyone into one room, ideally with a window and a mobile phone. Call 999.
- Use any materials such as bedding, pillows or towels to place around the bottom of doors. This will help block out any smoke.
- Open any available windows and shout for help.
- If you cannot open any windows, break the glass in the bottom corner and make any jagged edges safer with a towel or a blanket.
- Wait for the Fire Service to arrive.

For more advice on fire safety, visit [Humberside Fire and Rescue's website](#).

[Find a home](#)[Housing advice](#)[Support](#)[News & Events](#)[Home](#) / [Housing advice](#) / [Health & safety](#) / [Fire safety advice](#) / [Fire Risk Assessments](#)

Fire Risk Assessments

Every year we appoint a specialist fire safety company to carry out a full and detailed fire risk assessment of all our high rise blocks of flats and older people's housing schemes. This is part of our ongoing commitment to ensure our buildings are as safe as they can be.

As well as these annual assessments we also carry out weekly checks of the buildings and fire safety equipment, such as alarms. [However we also rely on tenants to carry out their own checks on a regular basis.](#)

If you live in a home with a communal area, and you'd like to see a copy of your Fire Risk Assessment, just get in touch with us. To take a look at the full high rise and retirement living Fire Risk Assessments, click below:

High rise flats

[Trent View House, Scunthorpe. 2018](#)[Sutton House, Scunthorpe. 2018](#)[Princess House, Scunthorpe. 2018](#)[Crosby House, Scunthorpe. 2018](#)

Older people's housing



FIRE RISK ASSESSMENT

Trent View House
Bridges Road
Scunthorpe
North Lincolnshire
DN17 1LB





Thank you

Avril Bairstow
Craig Marriott



Refreshments