



# Gas Safety Policy

1 November 2022





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<b>Approved by</b>	SMT		
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## What you will find in this policy

1	Introduction .....	1
	About Bield .....	1
	Legal background .....	1
	Gas safety (installation and use) regulations .....	1
	Existing Installation.....	2
	Tenants own appliances.....	2
	Health and Safety at Work etc. Act 1974 .....	3
	The Management of Health and Safety at Work Regulations .....	3
2	Purpose .....	4
3	Scope.....	4
	Delegated Authority.....	4
4	Gas safety management systems (policies and procedures).....	5
	Corporate gas safety policy.....	5
	Specific Contractor Instruction .....	5
	Procedure for Qualifying Contractors and Operatives .....	5
	Procedure for Uniformity of Documentation.....	5
	Independent audit .....	6
	Unsafe Situations Procedure.....	6
	Gas escapes or fumes procedure .....	6
	Carbon monoxide.....	7
	Procedure for Gaining Access.....	8
	Voids procedure.....	9
	Mutual Exchange Procedure .....	9
	Quality Control Procedure .....	10
	Procedure for Storage and Retrieval of Landlords Gas Safety Records .....	10
5	Statements of intent .....	11
	Chief Executive .....	11
	Director of Business Development .....	11
	Head of Property Management .....	11
	Director of Customer Experience .....	11
	Head of Contact Centre Operations .....	11
6	Management chart .....	12
	Chief executive .....	12
	Director of business development .....	12
	Head of property management.....	12
	Gas operational team.....	13
	Appendix 1 Equality Impact Assessment .....	13
	Appendix 2 Gas Safety (Installation and Use) Regulations 1998 Log Book.....	16



## 1 Introduction

- 1.1. Bield Housing & Care [Bield] is committed to maintaining the Health and Safety of employees, tenants, and members of the public. Bield recognises the potential health risks associated with gas used for fuel in Bield premises and housing. Potential risks associated with gas as a fuel are significant, given the risk of fire/explosion, or from carbon monoxide poisoning due to incomplete combustion arising out of poor or irregular maintenance of appliances and systems.
- 1.2. Bield will take all reasonable steps to ensure that appropriate management systems are in place to ensure employees and members of the public are not put at risk from the effects of gas or carbon monoxide.
- 1.3. The Gas Safety Installation and Use Regulations places important duties on landlords of all properties to ensure that gas appliances and their flues are maintained in a safe condition, annual safety checks are carried out, and records are kept and issued (or in certain cases displayed) to tenants. These duties are in addition to the more general ones that landlords have under the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations.

## 2 About Bield

- 2.1. Our vision is a Scotland where people of all ages are respected can make their own choices and lead independent and fulfilling lives.
- 2.2. Our mission is to improve the quality of life of older people by offering a diverse range of housing, care, and other services.
- 2.3. This policy embodies our values, which are:

Honesty  
Dignity

Equality and Diversity  
Integrity

Ambition  
Caring

Kindness

## 3 Legal background

### Gas safety (installation and use) regulations

- 3.1. These regulations, supported by their Approved Code of Practice (ACOP), stipulate exactly how gas safety will be achieved. The fundamental requirements are:
  - Installations, appliances, and their flues shall be installed in such a way that they will be safe to use, and installations, appliances and their flues shall be maintained in a safe condition so as to prevent risk of injury to any person (in lawful occupation). This also applies to employers or self-employed persons in respect of places of work under their control.
  - Appliances and flues relevant to those appliances in premises which are let, shall be checked for safety at intervals of no more than 12 months. A certificate (referred to as the Landlord's Gas Safety Record), confirming the findings must be given to the tenant or responsible occupier.
  - Landlords shall ensure that the work undertaken on their behalf is done by a member or and employee of the Health and Safety Executive's (HSE) "Approved Class of Persons". For the time being the approved class of person is one currently registered with the Gas Safe Register (GSR).



- 3.2. It is very important to note the use of the terms “shall” and “Shall ensure”. Tie makes the duty absolute. It does not consider cost, technical issues, or any other considerations; it must be done. The efforts that the Bield Housing and Care make in this pursuit cannot absolve it from the duty, but if called to account, may (where qualified by the regulations) be used as evidence in mitigation.
- 3.3. In common law, Bield also has a general duty of care in respect of its tenants, service users, and the purchasers of its properties. To this end, Bield must have in place management systems and practices to adequately address all foreseeable risks. Management in accordance with the Gas Safety (Installation and Use) Regulations is demonstrable evidence of such.

#### Regulations 36 – Duties of Landlords (Appendix 1)

Regulation 36 places important duties on most landlords of domestic property to ensure that gas appliances and flues are maintained in a safe condition. Annual safety checks are carried out, and records kept and issued (or in certain cases displayed) to tenants.

To summarise regulation 36

The Gas Safety (Installation and Use) Regulations; Regulation 36, places 2 duties upon a landlord, those being:

- 1) to maintain all gas appliances, flues, and gas installations; (appliances that the tenant cannot legally remove); and
- 2) to undertake an annual safety check of gas appliances and flues and produce documents to support.

- 3.4. All properties to which the duty extends have been included in the “Service and Maintenance of Domestic Gas Fired Heating Appliances Document. The contract is so detailed that appliances owned by the Bield Housing and Care shall be serviced and checked for gas safety at intervals of no more than 12 months from the previously recorded Gas Safety check/service date.

#### **Existing Installation**

- 3.5. All gas pipe work shall be inspected and tested for soundness in accordance with the appropriate IGE Utilisation procedures (IGE/UP/1-1A-1B) section “Soundness Testing and Purging of domestic, Industrial and commercial gas installations, where applicable. This inspection shall be carried out at least every five years for commercial installations on a risk assessment basis.

#### **Tenants own appliances**

- 3.6. Bield will service and check the safety of all appliances and flues that the tenant cannot legally remove, this also includes Bield Housing and Care purpose provided gas installation pipework.
- 3.7. In respect of tenants own appliances Bield Housing and Care accepts its liabilities to the flues of the properties that tenants own appliances are connected to. In recognition of those liabilities Bield Housing and Care will undertake a gas safety check on all appliances connected to Bield Housing and Care property flues.
- 3.8. As a minimum the safety check will include, but will not be limited to, those checks detailed in the Gas Safety (Installation and Use) Regulations, Regulation 26 (9). In respect of appliances not connected to flues owned by the Bield Housing and Care, a visual inspection for safe use will be undertaken.



*Regulation 26 (9) (Appendix 2)*

*Where a person performs work on a gas appliance, he shall immediately thereafter examine:*

- a) the effectiveness of any flue.*
- b) the supply of combustion air.*
- c) its operating pressure / heat input, or where necessary both.*
- d) its operation so as to ensure its safe functioning.*

*and forthwith to take all reasonably practicable steps to notify any defect to the responsible person, and where different, the owner of the premises in which the appliance or flue is installed, or where neither is reasonably practicable, the supplier of gas to the appliance.*

**Health and Safety at Work etc. Act 1974**

3.9. There are two sections of the Health and Safety at Work etc. Act 1974 relevant to this context:

*Section 2 (1)*

*“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.”.*

3.10. This is supported by specific reference to maintaining the workplace in a condition such that it is safe and does not put employees at risk.

*Section 3 (1)*

*“It shall be the duty of every employer to conduct his undertaking in such a way so as to ensure, so far as reasonably practicable, that person not in his employment who may be affected thereby, are not thereby exposed to risks to their health or safety”.*

3.11. This can be interpreted to mean, the Bield Housing and Care shall (so far as is reasonably practicable) ensure its housing stock (its business activity) does not cause harm to its tenants (non-employees).

3.12. Section 3 (1) is clearly a very broad duty and is a section increasing in use in prosecutions.

**The Management of Health and Safety at Work Regulations**

3.13. In general terms:

- Assess the risk of Health and Safety of all employees and to anyone who may be affected as a result of work undertaken.
- Endeavour to provide comprehensive information, instruction, training, and supervision with the aim of ensuring, so far as is reasonably practicable, the health and safety at work of every employee or person so affected.
- Risk assess all work activities.



## 4 Purpose

- 4.1. The purpose of this document is to demonstrate Bield's commitment to ensuring its employees, tenants, and the general public, are not knowingly exposed to any risks that would affect their safety. The documents covered by this Corporate Policy will provide guidance and specific instructions for all Bield employees and external contractors, whilst undertaking gas contracts.
- 4.2. This is with the aim of satisfying the legal duties of the current Gas Safety (Installation and Use) Regulations. The work as detailed within the specification may also include other aspects which will assist Bield in satisfying its duty of care to its tenants.

## 5 Scope

- 5.1. This policy applies to all Bield properties, domestic rented properties, domestic housing stock and commercial responsibilities, and all work undertaken in these properties on the Bield Housing and Care's behalf.
- 5.2. For the purpose of any specifications or instructions given the Gas Contract Administrator (GA) will be detailed within those instructions as being Bield Housing and Care, and the named person being the Chief Executive Officer (CEO). These duties will be expressed in delegating responsibilities to his senior management team.
- 5.3. **This policy will apply to all Bield employees and contractors undertaking gas work on behalf of Bield Housing and Care and anyone likely to be put at risk from work on those properties.**
- 5.4. The specifications as compiled will include the Health and Safety Policy, and working procedures of Bield Housing and Care.

## 6 Delegated Authority

- 6.1. It has now been recognised that Bield will act as the Clients agent and will be known from this point forward as Client Gas Administrator (CGA). The CGA has full authority to represent and act on behalf of Bield Housing and Care Association in all matters relating to the policies and procedures for the fulfilment of the Gas Safety (Installation & use) regulations current and future amendments
- 6.2. From this point forward reference to the Client will be C. The purpose of this delegated responsibility is to provide C a structured means of delivery and control of gas contracts within its properties, domestic rented properties, domestic housing stock and commercial responsibilities, and all work undertaken in these properties on the Bield Housing and Care's behalf. **(Relevant if you are factoring for another Landlord)**



## **7 Gas safety management systems (policies and procedures)**

- 7.1. The requirements for a robust Gas Safety Management system and Maintenance system are clearly defined in Gas Safety (Installation and Use) Regulations, the Management of Health and Safety at Work Regulations together with the Health and Safety at Work Act and other regulations made under this Act.
- 7.2. To safely manage these and other regulations Bield will ensure the following policies/procedures are adopted across all the Bield Housing and Care and are continuously reviewed and amended as required.

### **Corporate gas safety policy**

- 7.3. This document covers:

A statement from the CEO to confirm the Bield's commitment to Gas Safety, and also to demonstrate Bield's commitment in ensuring its employees, tenants and the general public are not knowingly exposed to any risks that would affect their safety.

### **Specific Contractor Instruction**

- 7.4. The purpose of this document is to:

Provide guidance and specific instructions for all Bield employees and external contractors, whilst undertaking gas contracts. This is with the aim of satisfying the legal duties of the current (Gas Safety (Installation and Use) Regulations. The work detailed within the specification may also include other aspects that will assist the BIELD HOUSING AND CARE in satisfying its duty of care to its tenants.

### **Procedure for Qualifying Contractors and Operatives**

- 7.5. This document covers:

The duties placed on Bield by the Gas Safety (Installation and Use) Regulations, the Bield Housing and Care must ensure that Bield employees, or contractors it intends to use, are suitably GSR registered and competent for the categories of work they are expected to undertake.

After completion of the evaluation a register of all Bield's employees and contractors employed on the above work will be kept on electronic file. Copies of current GSR registration, insurance certificates, operative's registration, and qualifications, will be kept. Details will be checked regularly and updated annually as detailed in the procedure.

### **Procedure for Uniformity of Documentation**

- 7.6. The purpose of this procedure is:

To provide guidance for Bield employees and contractors to identify all gas safety documentation utilised by the Bield Housing and Care and to ensure that all documents used are and remain fit for the purpose.

- 7.7. To demonstrate that operatives have carried out the tests and checks required by the relevant Gas Safety (Installation and Use) Regulations, Bield will have in place uniform documentation and paperwork that will allow positive records to be completed for confirmation and future reference. Where any tests and checks are carried out by an operative the work records will 'positively record' the information detailed in the procedure.





- 7.8. Only competent persons having the relevant Gas Safe Register accreditation and employed by a Gas Safe Registered contractor from Bield's approved list shall be used in respect of the inspection, servicing, repair and alteration of gas appliances and systems
- 7.9. An annual review of company and engineer's Gas Safe registration will be carried out. Copies of Engineers ID cards (Back & Front) are to be provided each year and at anytime when new engineers are used on the contract.
- 7.10. A periodic check will be carried out on Landlord Inspection Certificates to verify that the signature of an appropriately qualified person.

### **Independent audit**

- 7.11. Bield will commission competent persons to carry out an independent quality assurance inspection of the standard of works, including gas servicing and safety checks carried out by contractors, on a variable percentage of appliances, on an annual basis, this will be conducted on a risk assessment basis, starting at 10%.

### **Unsafe Situations Procedure**

- 7.12. The purpose of this document is to:

Provide guidance for Bield employees and contractors to follow when dealing with unsafe situations and clarifies Bield's interpretation of specific aspects within the Gas Industry Unsafe Situations Procedure (GIUSP), as produced by Institute of Gas Engineers and Managers (IGEM) relevant document is IGEM/G/11.

- 7.13. This procedure will also ensure Bield meets Regulations 34 (1) & (2 (Appendix ?)) of the Gas Safety (Installation and Use) Regulations, in ensuring the safety of its tenants in respect of gas escapes or suspected emission of products of combustion (fumes) in domestic properties.

### **Gas escapes or fumes procedure**

- 7.14. This procedure is to:

Ensure Bield meets Regulation 34 (1 & 2) of the Gas Safety (Installation and Use) Regulations in ensuring the safety of its tenants from gas escapes or suspected emission of products of combustion (fumes) in domestic properties.

- 7.15. Should anyone report a smell of gas or a suspected Carbon Monoxide leak, the National Gas Emergency service must be contacted immediately by the staff member taking the report by phoning the Gas Emergency Service Provider (ESP), National Grid Transco (SGN for Scotland) on 0800 111 999 giving as much of the following information as possible.
- The address/location of the suspected gas escape or gas emergency
  - How many people are at the property where the smell is most noticeable? How long the smell has been noticeable?
  - If the smell coming from the cellar/basement?
  - Are any neighbours affected?
  - Your name and phone number
  - Any special circumstances or access information
  - Obtain the official Emergency Reference Number, and log against the property.
  - Contact the contractor for the site and make them aware of the need to follow up on findings of the ESP.



- 7.16. The advice by the Gas Emergency Service Provider (ESP) on the action to be taken, such as turning off the gas or evacuating the building must be strictly adhered to.
- Extinguish all naked flames
  - Turn off the gas at the emergency control valve, located next to meter
  - Do not use electrical switches or equipment
  - Open doors and windows
  - Ensure access is available for the ESP (SGN for Scotland)
- 7.17. Scheme staff must report all instances of gas escape to Property Management or Bield Response 24 at the earliest possible time.
- 7.18. Scheme staff must be aware of where and how to turn off the gas supply. Where a staff member is unclear of how and where to turn off the gas supply, they should make immediate contact with their Property Management Officer who will give or arrange the necessary instruction.
- 7.19. Tenants with gas appliances within their own flat must be made aware of where and how to turn off the gas supply. This instruction shall be carried out, by scheme staff or the Area Housing Manager (in respect to Amenity tenants), during completion of the New Tenant Checklist (Part B, Property Related Issues).

## Carbon monoxide

- 7.20. Carbon Monoxide is produced by the incomplete combustion of fossil fuels, such as gas, as a result of a poorly installed or maintained gas appliance, a faulty flue or inadequate air supply to the appliance. In most schemes gas boilers are located in a locked boiler room that is vented directly to the external air and as such will present a relatively low risk should an appliance become faulty.
- 7.21. In some circumstances, gas appliances will be found in communal lounges, communal laundries, guest rooms and individual flats. These appliances all require a supply of fresh air and it is of the utmost importance that fresh air ventilators in a room containing a gas appliance are not blocked for any reason. To do so could increase the risk of the appliance not operating correctly.
- 7.22. Every room with a gas appliance will be fitted with a carbon monoxide detector which complies with the current version of BS50291 and carries a British or European approved mark. Should the detector activate in a room accessible to tenants, staff, service users or members of the public, report to National Grid Transco as per the gas escapes procedure. Turn the appliance off (in some circumstances this will/may happen automatically) ensure that the area is ventilated and leave the environment affected. And do not return until given permission to do so by either National Grid Transco (SGN for Scotland) on 0800 111 999 or an authorised member of Bield.
- 7.23. The fault should then be reported to Property Management **at the earliest opportunity**. Where there is risk to a tenant as a result of loss of heating, scheme staff may make direct contact with the scheme approved heating contractor, as listed in the scheme contractors list. All such calls must be reported to Property Management on the morning of the next working day.
- 7.24. Should a detector activate in a locked boiler room, the fault must be reported to Property Management immediately.
- Do not enter the boiler room.
  - Do not turn the gas supply off.
- 7.25. CO detectors will be tested on an annual basis, in accordance with manufacturer's instructions.



Faulty Appliances	All gas appliances suspected as being faulty must be immediately reported to Property Management and taken out of service until an inspection has been undertaken and repairs completed.
Plant Room/Boiler Rooms	Plant Rooms must be kept locked at all times to prevent unauthorised access. Plant Rooms must not be used for storage of any materials or goods other than those required as spare parts for the heating system itself.
Portable Gas Appliances	Gas barbeques and associated gas bottles owned by tenants must be stored out with scheme buildings.  Portable gas appliances should be obtained by rent or hire on a short-term basis only. It is essential that staff renting or hiring such equipment necessary to ensure that all such gas equipment has a valid inspection certificate.  Portable gas systems, such as LPG heaters, will only be used in emergency situations where a lengthy failure in mains gas, mains electricity or the heating system itself will require that temporary heating be provided. The preference is for the use of electric heaters; however, the use of portable gas appliances is acceptable but only where there is no suitable alternative.
Tenant Permissions	Permission will not be granted to tenants for the installation of new tenant owned fixed gas appliances.
Training	All Bield staff are reminded of their obligation to Follow any instructions provided with appliances Participate in training when provided to ensure that they understand how to work safely with such equipment Work to the guidelines provided in that training and subsequent by their Managers.

## Procedure for Gaining Access

7.26. The purpose of this document is to:

Provide guidance for all Bield employees and external contractors involved in the process to follow; to demonstrate that all reasonably practicable steps to gain access to tenanted properties has been undertaken. This is with the aim of satisfying the legal duties of the current Gas Safety (Installation and Use) Regulations. Landlords have a duty to maintain all the appliances they own, as well as undertake a safety check and produce a safety record. **This is to be undertaken at intervals of no more than 12 months but on a 10 Month Cycle to allow 4 weeks for access and a further 4 week process for Forced Entry.**

7.27. The basic steps and who is responsible are detailed below:

- In respect to access for annual inspection, in the event of a “no access,” Bield will arrange an alternative date to be Rescheduled within seven working days of the original visit date. Our Asset Management Officer will liaise directly with tenants and other staff as and when applicable. Bield issue 2 failed attempt letters before moving into the 4 week period Forced Entry Procedure when the Asset Management Officer will contact via text, email, telephone and written communication which is recorded on our Keystone Asset Management System.



- In all circumstances the gas contractor will update our Asset Management Officer of all non-access situations as soon as they arise. Who will liaise directly with the Service Contract Officer.

7.28. As a final mechanism, to ensure Bield's compliance with its statutory obligations we will consider forcing entry to carry out this work. Every effort will be made to avoid this through written correspondence and other appropriate methods of communication.

7.29. Bield Housing and Care will service and check the safety of all appliances and flues that the tenant cannot legally remove; this also includes Bield Housing and Care purpose provided gas installation pipework. In respect of tenant's own appliance, the Bield Housing and Care accepts its liabilities to the flues of the properties that tenants own appliances are connected to. In recognition of those liabilities the Bield Housing and Care will undertake a gas safety check on all appliances connected to Bield Housing and Care property flues.

7.30. In respect of tenants own cooking appliances, as these are not provided by Bield Housing and Care, we will instruct our contractors to follow the Gas Industry Unsafe Situations Procedure, now IGEM/ G/ 11, for visually assessing safety. That being a 6-point safety checks on.

1. Location
2. Flueing
3. Ventilation
4. Signs of distress
5. Stable/secure
6. Flame picture

And forthwith bring to the attention of management and the tenant any safety issues.

### **Voids procedure**

7.31. This procedure is to:

Be followed by Bield employees and contractors to ensure that in the case of a tenant vacating a property, gas fittings/appliances are safe before the property is re-let. When a property becomes vacant, we will ensure that gas fittings/appliances are safe before the property is re-let or worked in by other trades.

**A full service/safety check and inspection of the installation** will be undertaken and a landlord's Gas Safety Record produced and issued to Bield Housing and Care, and a copy given to the tenant. The tenant will also be given instruction on the safe use of appliances and controls.

### **Mutual Exchange Procedure**

7.32. This procedure is to:

Be used as a guide for Bield employees and contractors to ensure that in the case of a tenant vacating/exchanging a property that gas fittings/appliances are safe before the property is re-let.

When an application for 'Mutual Exchange' of properties has been approved, Bield need to ensure that gas fittings/appliances are safe before the exchange can take place. Mutual exchanges constitute a new tenant and therefore the requirements of the Gas



Safety (Installation and Use) Regulations 36 (6b) apply. A copy of the new Landlord's Gas Safety Record will be given to a new tenant before taking up occupancy.

### **Quality Control Procedure**

7.33. The purpose of this procedure is to:

Provide Bield with a systematic approach to QC that is both efficient and effective, and the results clearly demonstrated and documented. The Bield Housing and Care will ensure it has QC procedures that monitor and record the quality of domestic gas work that is carried out by all gas operatives working within Bield Housing and Care domestic premises.

This procedure will also allow the Bield to demonstrate its duty to the Health and Safety at Work Act and the Management of Health and Safety at Work Act. All work carried out on gas systems and appliances by operatives will be subjected to a formal audit on standards of workmanship to ensure the specification of the tender document is being met.

7.34. This will include:

- Contractors quality control
- Internal quality control
- External, independent quality control

### **Procedure for Storage and Retrieval of Landlords Gas Safety Records**

7.35. The purpose of this document is to:

Provide guidance for Bield employees to follow when dealing with gas documentation, especially in the vetting, storage, and retrieval of all Landlord Gas Safety Records. It is a legal requirement that these documents be kept for a minimum of 2 years, and a Bield Housing and Care requirement that they are archived for a further 5 years to comply with internal policies.

- Inspection Certificates shall be held for a period of at least 2 years from the date of inspection, or if longer, as Bield policy on legal document retention.
- The principal copy of the Landlord Inspection Certificate will be held by Property Management and a copy displayed in schemes with communal systems and issued to the respective tenants of flats with individual gas appliances.
- An inventory of gas appliances will be held and maintained by Property Management on Keystone Asset Management database. Bield's on site Property Management Folder Section Gas Logbooks shall be maintained in schemes and offices by Contractors.
- The location of all gas supply pipework and isolation valves must be identified and recorded within the scheme. An A4 copy of this will be displayed at the meter installation and other locations as applicable



## **8 Statements of intent**

### **Chief Executive**

As Chief Executive (CEO) of BIELD HOUSING AND CARE I am committed to the effective operation of the Corporate Gas Management Policy across Bield Housing and Care as a whole, and I will ensure that effective procedures are developed to implement the policy within Bield Housing and Care.

I am also committed to ensuring that adequate resources are made available to both develop and implement appropriate procedures, enabling responsibilities to be effectively delegated, and key personnel trained. I believe that the proper implementation of the Corporate Gas Safety Policy will contribute directly to ensuring the well-being of the citizens of Bield Housing & Care.

### **Director of Business Development**

In my role as Director of Business Development I will be responsible for ensuring the Corporate Gas Management Policy for Bield Housing and Care's domestic rented accommodation and other stock under our responsibility is applied. In addition, I will be responsible for ensuring gas management systems and procedures are in place, maintained, monitored, and reviewed across the Bield Housing and Care.

The Director's position is responsible for ensuring that the Corporate Gas Management Policy and procedures are robust, and effective and to regularly confirm that the persons currently in roles of responsibility are able to commit to the statements of intent published below.

### **Head of Property Management**

In my role as Head of Property Management, I will be responsible for the operational management of the Corporate Gas Management Policy within Bield stock and for reporting to the Director of Business Development on all service delivery aspects of the Corporate Gas Management Policy.

### **Director of Customer Experience**

As Director of Customer Experience, is responsible for ensuring that tenants of Bield Housing and Care's domestic rented accommodation adhere to the requirements of the tenancy agreement in respect of maintenance of gas systems and the ultimate provision of access to those properties for work to be undertaken.

### **Head of Contact Centre Operations**

As Head of Contact Centre Operations is responsible for ensuring that operational teams receiving/instructing repairs adhere to the requirements of the Corporate Gas Management Policy.



## 9 Management chart

### Chief executive

Key responsibilities:

- Effective operation of the Corporate Gas Management Policy across the Bield Housing and Care as a whole.
- Adequate resources are made available to both develop and implement appropriate procedures.
- Enable responsibilities to be effectively delegated.

### Director of business development

Key responsibilities:

- Interface with Senior Management team
- Reporting to Chief Executive
- Ensure the Corporate Gas Management Policy for Bield Housing and Care's domestic rented accommodation and all other stock under our responsibility is applied.
- Responsible for ensuring gas management systems and procedures are in place, maintained, monitored, and reviewed.
- Reporting on performance corporately.
- Responsible for the implementation of the policy and to ensure sufficient resources are available.
- Dissemination of information from the Health & Safety Management Group.
- Provision of information and reports to the Health & Safety Management Group.
- Overall Financial provision and budget responsibility for repairs and planned maintenance.
- Responsible for providing reports for Chief Executive.

### Head of Property Management

Key responsibilities:

- Develop effective management information systems, establish, monitor, and review performance indicators for gas servicing and repairs.
- Develop and manage effective services, policies, procedures, and management systems, which ensure compliance with the Gas Safety Management Policy
- Lead Officer in contracts team, in the procurement, management and monitoring of gas contracts.
- Responsible for budget performance monitoring and service delivery improvements.
- Responsible for communication with other services to ensure that the services requirements are dealt with.
- Responsible for providing reports for Director of Business Development.
- Develop effective management information systems, establish, monitor, and review performance indicators for gas servicing and repairs.
- Develop and manage effective services, policies, procedures, and management systems, which ensure compliance with the Gas Safety Management Policy
- Responsible for budget performance monitoring and service delivery improvements.
- Responsible for communication with other services to ensure that the services requirements are dealt with.



- Responsible for providing reports for Director of Business Development

## Gas operational team

Key responsibilities:

- Problematic access
- Legal Injunctions
- Actioning identified vulnerability issues
- Mutual Exchanges
- Liaison with Client service.
- Management of gas related performance and monitoring.
- GSR gas registration.
- Verification of contractors and operatives.
- Reviewing and updating GSR records on database and filing certificates.
- To monitor the quality of Services provided by contractors ensuring compliance with contract conditions.
- To recommend specification/contract changes.
- Provide technical advice as required.
- To ensure the integrity of data for Bield Housing and Care in computer records.
- To generate position statements based on computer records.
- Oversee administration functions.
- Responsible for ensuring property and appliance lists are updated.

## Appendix 1 Equality Impact Assessment

1	<b>Title of Policy to be assessed:</b> Gas Safety Policy
2	<b>Date:</b> 21/04/22
3	<b>Lead Officer/Manager:</b> Heather Thomson
4	<b>EQIA Team (who will be involved):</b> Zhan McIntyre
5	<b>Director/Manager:</b> Andrea Paterson
6	<b>Is the function or policy existing, new, or review:</b> Review
7	<p><b>Set out the aims/objectives/purposes/outcomes of the function or policy, and give a summary of the service provided:</b></p> <p>The purpose of this policy is to  <b>Set out how we will comply with safety regulations relating to gas safety</b>  <b>The policy applies to all Bield colleagues</b></p>
7a	<b>Who should benefit from the policy (target population):</b> All Bield colleagues and customers
7b	<b>Linked policies, functions:</b> Are there any other functions, policies or services, which might be linked with this one for this exercise? Please list.
8	<b>State whether the policy will have a positive or negative impact across the following factors and provide initial comments/observations.</b>
	<b>Age:</b> Older people, people in the middle years, young people, and children.





**Disability:** includes physical disability, learning disability, sensory impairment, long-term medical conditions, mental health problems.

**Maternity and civil partnership**

**The policy will have no impact on people expecting or recently giving birth or within a civil partnership**

**Race:** Minority ethnic people (includes Gypsy/Travellers, non-English speakers).

**Religion or belief:** includes people with no religion or belief.

**Sex:** Women, men, and transgender people (include issues relating to pregnancy and maternity).

**Gender reassignment:** The process of changing or transitioning from one gender to another.

**Sexual orientation:** Lesbian, gay, bisexual, and heterosexual people.

**People in remote, rural, and/or island locations**

**People in different work patterns:** e.g. part-/full-time, short-term, job share, seasonal

**People who have low literacy**

**People in different socio-economic groups** (includes those living in poverty/people on a low income)

	<b>Population groups</b>	<b>Positive Impact</b>	<b>Negative Impact</b>	<b>Comments</b>
	Age	<b>No direct impact</b>	<b>No direct impact</b>	
	Disability	<b>No direct impact</b>	<b>No direct impact</b>	
	Maternity and civil partnership	<b>No direct impact</b>	<b>No direct impact</b>	
	Race	<b>No direct impact</b>	<b>No direct impact</b>	
	Religion or belief	<b>No direct impact</b>	<b>No direct impact</b>	
	Sex and Gender reassignment	<b>No direct impact</b>	<b>No direct impact</b>	
	Sexual orientation	<b>No direct impact</b>	<b>No direct impact</b>	
	People in remote, rural, and/or island locations	<b>No direct impact</b>	<b>No direct impact</b>	
	People in different work patterns	<b>No direct impact</b>	<b>No direct impact</b>	
	People who have low literacy	<b>No direct impact</b>	<b>No direct impact</b>	
	People in different socio-economic groups	<b>No direct impact</b>	<b>No direct impact</b>	
9	<p><b>What evidence do you have for the statements you have made above? Focus on:</b></p> <ul style="list-style-type: none"> <li>• Needs and experiences;</li> <li>• Uptake of services; N/A</li> <li>• Levels of participation. N/A</li> </ul>			



10	<b>From the evidence set out what actions, if any, will you take where the negative impact has been identified:</b>	
Population groups	Proposed action	How will it address the negative impact?
Age	N/A	N/A
Disability:	N/A	N/A
Maternity and civil partnership	N/A	N/A
Race	N/A	N/A
Religion or belief	N/A	N/A
Sex and Gender reassignment	N/A	N/A
Sexual orientation	N/A	N/A
People in remote, rural, and/or island locations	N/A	N/A
People in different work patterns	N/A	N/A
People who have low literacy	N/A	N/A
People in different socio-economic groups	N/A	N/A
<p><b>Briefly explain how the policy contributes to our equality and diversity values by answering the following questions:</b></p> <ul style="list-style-type: none"> <li>How will it provide equality of access to services, information, and employment?</li> <li>Does it or could it celebrate diversity?</li> <li>Will it or could it promote good relationships within and between communities?</li> <li>How will it provide good quality, inclusive services?</li> </ul> <p>N/A</p>		
<p><b>Any additional information, questions, or actions required? Please explain.</b></p>		
<p><b>Sign off:</b>  <b>As Director I am satisfied with the results of this EIA</b>  <b>The findings will be referred to within Service Plans and target set. The Action Plan will be reviewed annually within Business planning reporting.</b></p> <p><b>Signature:</b> _____ <b>Date:</b> _____</p>		





Date	Reason for visit	Item	Contractor	Signature

Date	Reason for visit	Item	Contractor	Signature



**Speaking your language - we are happy to translate our policies on request.**

يمكن ترجمة سياساتنا عند الطلب  
إذا كنت بحاجة إلى مساعدة ، فيمكننا توفير مترجم

**Nasze zasady mogą być przetłumaczone na żądanie.  
Jeśli potrzebujesz pomocy, możemy zapewnić tłumacza**

**我们的政策可以应要求翻译。  
如果您需要帮助，我们可以提供翻译**

ہماری پالیسی کا درخواست پر ترجمہ کیا جاسکتا ہے۔  
اگر آپ کو مدد کی ضرورت ہو تو ہم ایک ترجمان فراہم  
کرسکتے ہیں