



Portus
Supported Housing

Water Safety Policy Version 1.0

Safe spaces for independent living

Review

Date of this review	Date of last review	Author(s)	Owner	Next review date
04/11/2025	04/11/2025	Jason Cox	Jason Cox	04/11/2027

Details of amendments

Version	Date	Update/ amendment detail	Resulting from

Approved by

Executive Team	[00/00/00]
Board	13/11/25



Safe spaces for independent living



1. Introduction

Water systems within blocks of flats and to individual dwellings need to be risk assessed, kept safe for use, and if required, be regularly maintained.

This policy explains how Portus Supported Housing's (PSH) commitments to water safety will be met. It is supported by a water management procedure providing more detailed guidance.

2. Purpose / Aim

As a landlord and employer, PSH is responsible for meeting all its statutory obligations. In addition, as a landlord and provider of social housing, PSH must meet the regulatory standards contained within the *Regulator for Social Housing's Regulatory Framework for Social Housing*.

A key objective of this policy is to describe how PSH will meet the required statutory, contractual and regulatory requirements in relation to water safety.

In addition, PSH must undertake a monitoring role to ensure that they are able to demonstrate a validated landlord compliance position, and in doing so, can provide assurance to other third parties that statutory and regulatory standards are being achieved.

Further objectives of this policy are to:

- provide clear lines of responsibilities for the management of water safety
- form part of PSH's wider organisational commitment to health and safety, as set out in its Health and Safety Policy
- ensure that all persons involved with the installation, inspection and servicing of water systems and appliances are properly trained and accredited
- provide a commitment to customers and key partners (care providers) who are affected by water safety to communicate and raise awareness regarding the key issues
- put in place quality assurance and performance management arrangements to ensure that we are delivering excellent services to our customers
- provide a timetable for the review of the Water Safety Policy and the associated management plan
- provide a service that recognises the diversity of our customers as well as being inclusive and respectful
- ensure PSH provides a safe environment for customers, colleagues and third parties to live and/or work

3. Scope

This policy relates to offices, specialist supported housing, and other rented properties either owned or managed by PSH, unless other parties are explicitly specified as having statutory responsibility in a lease or management agreement.

In addition to managing the potential risk arising from legionella, this policy and the supporting management plan will cover risks from scalding.



4. Legal and Regulatory Framework

The application of this policy ensures compliance with the regulatory framework for social housing in England, which requires all housing providers to 'meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes'.

PSH will comply with all current and relevant legislation, and specifically:

- the Health and Safety at Work Act 1974: This act places a duty on landlords to ensure, so far as is reasonably practicable, the health, safety, and welfare at work of all their employees, tenants and other users or visitors to our buildings
- the HSE's Approved Code of Practice L8: This code of practice provides advice on the control of Legionella bacteria in water systems
- Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- HSG274 - Legionnaires' disease Part 2: The control of legionella bacteria in hot and cold water systems
- Health Services Information Sheet No 6 - Managing the risks from hot water and surfaces in health and social care

PSH takes the view that delivery of the commitments within this policy will ensure that the requirements of other legislation, such as the *Health and Safety at Work etc. Act 1974* and *Landlord Tenant Act 1985* and *The Management of Health and Safety at Works Regulations 1999* will also be met.

5. Related Policies and Documents

This policy is linked to the following documents, and they should be read in conjunction with it:

- *Water Safety Procedure*
- *Standard Form – Legionella Risk Assessment Review*
- *Guidance – Guide to completing legionella risk assessment review*

6. Policy Statement / Principles

Suitable and sufficient individual legionella risk assessments will be undertaken for all water systems at corporate offices, existing locations, acquired premises and new build properties. These will be carried out by a competent person in accordance with the requirements set out in ACoP L8 and in line with HSG274.

All PSH properties will be categorised according to their potential risk to legionella. This section details the approach PSH will take in the conduct of water risk assessments for each, to minimise risk, so far as is reasonably practicable.

PSH categorises the water systems within its properties into the following groups:

- Shared water systems
- Dwelling water systems – shared premises – no stored water
- Dwelling water systems – shared Premises – stored water

Scalding



Temperatures for hot water are expected to exceed 50°C at outlets to control the risk of legionella. Where vulnerable groups are present bathing or showering at temperatures above 44°C creates an increased risk of serious injury or fatality.

Vulnerable groups are those such as:

- Children
- Older people
- People with reduced mental capacity, mobility or temperature sensitivity
- People who cannot react appropriately or quickly enough to prevent injury

Where a specific risk is thought to exist, care providers are asked to complete a scalding and burning risk assessment in line with Health Services Information Sheet No 6 - Managing the risks from hot water and surfaces in health and social care. PSH will then support to deliver any further works required.

7. Roles and Responsibilities

The Portus Board have ultimate responsibility for ensuring that, so far as is reasonably practicable, no member of staff, customer or member of the public will be adversely affected by the supply within and use of water at buildings which are owned, managed or controlled by Portus.

Chief Executive (Duty Holder) is responsible for:

Ensuring this procedure is effectively implemented within their area of responsibility.

Ensuring there are sufficient resources available to comply fully with this procedure.

Regularly reviewing the performance of line management in the conduct of their duties with respect to this procedure.

Informing the Head of Health & Safety of any suspected major breaches of compliance in their area of responsibility.

Director of Strategic Asset Management is responsible for:

Ensuring this procedure is effectively implemented within their area of responsibility.

Ensuring there are sufficient resources available to comply fully with this procedure.

Ensuring the provision of a competent service to complete servicing and operational safety checks of thermostatic mixer valves at all specified Portus locations.

Regularly reviewing the performance of line management in the conduct of their duties with respect to this procedure.

Informing the Head of Health & Safety of any suspected major breaches of compliance in their area of responsibility.



Maintenance and Compliance Managers (Competent Person) are responsible for:

Selection and management of suitably competent consultants and contractors to support the implementation of this procedure.

Arranging completion of initial Legionella Risk Assessments (LRA) for shared water and other identified systems and for their review at no more than 2 yearly intervals or sooner where there is reason to believe the LRA is no longer valid.

Arranging for the production of a concise “Scheme of Control” (SoC) to be produced. The SoC should detail the following:

Task to be undertaken – including location detail e.g. sentinel point location

Frequency of task

Person/organisation responsible for task completion

Minimum/maximum standards expected, where appropriate

Interpreting health and safety risks identified within assessments and surveys and making recommendation to Head of Property and Assets regarding the necessary action to mitigate these risks to an acceptable level.

Providing assistance to staff in interpreting LRAs, SoCs and in the implementation of this procedure and associated processes.

Maintain inspection and testing records of all water supplies.

Maintain a “master” copy of all LRA and SoCs produced, making a copy available to all relevant staff.

Ensuring appropriate action is taken and recorded with respect to all recommendations from LRAs for implementation by contractors.

Ensuring any such works are discussed with the relevant Housing Officer (HO) and Care Provider (CP) prior to any works starting and the Building Surveyor is notified.

Ensuring relevant HO’s and CP’s are aware of actions they are responsible for which have been identified in LRAs and resultant SoCs.

Ensuring that adverse sample results reported to them are reported through submission of an appropriate Incident Report.

Arranging for the completion of new LRAs where informed of significant system change.

Building Surveyors (Authorised Person) are responsible for:

Identifying and programming work to reduce built-in hazards, ensuring that refurbishments etc. to water systems are designed, constructed and delivered to a suitable standard.

Ensuring that appropriate specifications are utilised for installation and that all installations are compliant with relevant legislation including the Water Supply (Water Fittings) Regulations 1999



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Highlighting to the Maintenance and Compliance Manager any changes to layout or use of the existing water system which may alter the status of the LRA requiring its review.

Informing the Maintenance and Compliance Manager when any new equipment is installed. Including all new installations, replacement components, and any alternations or adaptations.

Informing their Manager of any failures to meet these requirements.

Care Providers (Authorised Person) - are responsible for:

Completing checks, tests and inspections as identified in this procedure and location SoCs and keeping associated records in the manner directed.

Conducting, as directed, and acting upon any customer-based risk assessment in respect of identified vulnerability to high water temperature or hot surface to which they may be exposed.

Reporting to Portus or their Repairs and Maintenance contractor of any adverse circumstance relating to water management.

Managing and/or conducting water safety tasks within void properties.

Ensuring they comply with the requirements of this procedure in all their work situations, including but not confined to:

the timely completion of all user led compliance checks assigned to them

Ensure that “Danger hot water” warning notices are applied to all hot water outlets in communal areas that are not controlled by a TMV.

Informing and reminding residents of the risk and of actions they are encouraged to take to minimise it.

Highlighting to Portus any changes to layout or use of the existing water system which may alter the status of the risk assessment.

Attending training as required to undertake the tasks assigning by the SoC.

Notifying any concerns to Portus of any specific information relating to domestic water safety within the locality of the property they work within.

8. Monitoring, Review and Compliance

Details of completed legionella risk assessments will be held digitally in the Plentific compliance management system.



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Details of any recommendations and/or regimes arising from the risk assessment which PSH is responsible to undertake will be stored in the Plentific compliance management system.

All legionella risk assessments will be reviewed on a two-yearly basis, to ensure they are still relevant where:

- there are changes to the water system or its use
- changes occur in the use of the building in which the system is installed
- new information becomes available about risks or control measures
- a case of Legionnaires' Disease associated with the system
- a key change in personnel takes place

9. Equality, Diversity and Inclusion

PSH is committed to mainstreaming equality and diversity throughout all its activities as well as meeting the general and specific duties imposed on it through the legislation. Please refer to PSH's Equality and Diversity Policy to read the policy details in full.

Commented [JC1]: Recommend this is linked to

