

Emergency Incidents and Welfare Concerns Policy

Purpose

This policy outlines the procedures Orwell Housing will follow to gain emergency access to a property and conduct welfare checks on a customer when there is concern for their wellbeing. It will also cover what action we will take should a colleague be involved with a traumatic incident. It will ensure a consistent and legal approach, balancing the customer's rights with the duty of care we have as a social housing provider.

Orwell's Commitment

Orwell endorses good practice to ensure the wellbeing, security and safety of our customers. This policy applies to all Orwell Housing customers, including general needs, supported, and housing for over 55's. It covers situations where a resident has not been seen or contacted for an extended period, or where we receive reports of potential harm, illness, or vulnerability. We are committed to:

- Ensuring colleagues are given the right level of support and to make referrals to support agencies when appropriate.
- All emergency incidents will be logged and reviewed to ensure lessons are learned and improvements made where necessary.
- Providing colleagues regular emergency first and safeguarding training.
- Promptly respond to concerns to our customers' welfare, ensuring concerns are reported to the appropriate authorities.

Legal Obligations

- Tenancy Agreement & Housing Act 1988 (England & Wales)
- Housing Act 2004 & Housing Health and Safety Rating System (HHSRS) Protection from Eviction Act 1977
- Mental Capacity Act 2005 Equality Act 2010
- Police & Criminal Evidence Act 1984 (PACE) Common Law & Emergency Situations
- The Care Act 2014