Radon Safety Standard

This Safety Standard should be read with the BFL Compliance Safety Policy. It currently applies to LiveWest only. Bromford and Flagship are working towards this standard.

What is Radon?

Radon is a naturally occurring radioactive gas. This standard explains how we assess, test, and manage radon risks in our homes.

1 Purpose

1.1 The safety of our customers, colleagues and contractors is central to everything we do.

1.2 We work to make sure that customers, colleagues and members of the public are not knowingly exposed to risks that could harm their health or safety.

1.3 We aim to provide safe, high-quality services and homes. We follow legal requirements and use recognised good practice where appropriate.

1.4 We treat customers with dignity and respect. Our service must be fair and accessible. When we assess risk, arrange appointments, communicate, or plan work, we consider each customer's needs and protected characteristics.

1.5 We make reasonable adjustments where needed. These may include accessible information, interpreters, translation, advocacy, flexible appointments, or support from a carer or family member.

1.6 We do not accept unnecessary health and safety risks. We identify risks early, follow safety rules and act to reduce or remove risks wherever possible. We do not tolerate actions or failures that could put people at risk.

2 Our Standard

2.1 How we manage radon

- We have detailed Radon Safety Procedures for colleagues. These explain how we inspect, test, repair, and maintain radon control systems.
- The procedures also explain how we record tests, track repairs, and follow up overdue work. This means colleagues can give customers clear updates when they contact us.
- We prioritise homes for testing using an initial assessment from the UK Health Security Agency (UKHSA) Radiation Protection Services. UKHSA assesses the likely radon risk by postcode.

2.2 Testing homes

- We assess all domestic homes to understand their level of radon risk.
- Where testing is required, we place testing equipment in the home for three months.
- The test result tells us whether control measures or remedial works are needed. Before work starts, we and our appointed contractor explain the proposed work to the customer.
- Our aim is to reduce radon levels as low as reasonably practicable.
- We carry out remedial work when the radon level in a domestic home is above 200 Bq/m^3.
- We deal with homes with the highest test results first.

2.3 Servicing radon control equipment

We regularly inspect and maintain equipment used to keep radon at a safe level. We keep a record of all equipment that needs servicing. Our in-house maintenance service or a specialist contractor completes the work at the following intervals:

Type of equipment	Service frequency
Positive Input Ventilation (PIV)	Every 3 years
Passive sumps, mechanical sumps and sub-floor ventilation systems	Every 5 years

2.4 Retesting and ongoing checks

- After remedial work, we complete another three-month test to check that the radon level is below the Action Level of 200 Bq/m^3.
- If the result is below 200 Bq/m^3 after remedial work, we test the home again every three years to check that the lower level is maintained.
- If a test result is between 100 Bq/m^3 and 200 Bq/m^3, and a property risk assessment shows that remedial work is not needed, we test the home again every five years.
- If a test result is below 100 Bq/m^3, we consider testing the home again every ten years.

2.5 Records and assurance

We keep a central record of radon information, including:

- All monitoring and test results
- Risk assessments
- Remedial work
- Servicing and maintenance records
- We review contractor performance through audits, performance reports, and customer feedback. This helps us check that work meets the required standards, regulations, and contracts.

- An independent audit company checks between 2% and 5% of completed radon mitigation installations. The sample includes PIV systems, mechanical sumps, and passive sumps.
- Our Health and Safety team helps us investigate incidents and near misses. We take action to prevent the same problem from happening again.
- We review this standard at least once a year. We update it sooner if legislation, recognised good practice or other relevant requirements change.

Version control

Note: minor updates approved by delegated authority increase version number by 0.1; major updates and formally approved versions increase version number by 1.0.

Version	Detail	Approved by	Date
1.0	First Issue	Customer and Place Committee	3 June 2026