

HEALTH AND SAFETY POLICY



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Health and Safety Policy Statement

Teign Housing is committed to creating futures together with our employees, customers, and contractors by ensuring that we maintain a healthy and safe working environment. We will promote a positive, positive impartial culture in which we can continually improve our performance. We are an ethical organisation with heart, which strives to offer an empowering workplace for our employees. Wherever we work we are committed to the prevention of injury, incident, and ill health.

Our policy is to:

- Define and clearly communicate strategy, policy, and procedures to protect the health and safety of our employees and those to whom we owe a duty of care.
- Meet and, where appropriate and possible, strive to exceed all legal and other requirements that apply.
- Assess and manage health and safety risk, including controlling specific occupational health exposures and psychological risks.
- Provide necessary resources to train, identify and effectively use competent people, allocating health and safety responsibilities to those who have the required skills.
- Actively encourage engagement from our employees, customers, and others to identify, control and manage risks to their health and safety.
- Report and investigate incidents to identify root causes, prevent recurrence, and to act on investigation findings and ensure that people are treated fairly.
- Set health and safety objectives which reflect the strategic plan and our intent to continuously improve.
- Work in collaboration with customers, partners, contractors, suppliers, and other key stakeholders where we share, supervise, and manage responsibilities, premises, and activities.
- Ensure where possible and applicable that the physical environments and assets that protect our employees and customers are safe, secure, and fit for purpose.
- Regularly review the suitability and effectiveness of our management systems and identify the improvements we need to make, as we strive to continually improve.
- To show our commitment to maintaining a healthy and safe environment for our employees and our customers. We will provide details of our health and safety performance in our annual report.

We will put this policy into practice and continuously grow a positive, engaged, safe environment that actively encourages good health and safety practices. By applying effective policies, systems, and processes everybody who works for us, will act in a safe way when making decisions and taking action.

Tom Woodman	Richard Gammage
Chief Executive	Chair of the Board
Signature 	Signature 
Dated 15/11/2024	Dated 15/11/2024

1. Organisation

Duties	
The Board	<p>Board members will:</p> <ul style="list-style-type: none"> • Give strategic direction for the effective management of health and safety in all areas of Teign Housing's business activities. • Approve Teign Housing's Policy Statement. • Ensure that necessary resources are provided to manage health and safety across Teign Housing and obtain competent health and safety advice. • Monitor the health and safety performance of Teign Housing by ensuring that health and safety is a standing item at each board meeting. • Demonstrate visible leadership by providing representation at the Health and Safety Committee. • Promote a positive impartial culture across the organisation in which we can continually improve our performance.
Chief Executive	<p>The Chief Executive has been identified by the Board as the legal Duty holder for Health and Safety for Teign Housing and will:</p> <ul style="list-style-type: none"> • Monitor the implementation of this policy and the organisations overall health and safety performance. • Approve Teign Housing's H&S Policy Statement. • Ensure that necessary resources are provided to manage health and safety across Teign Housing and obtain competent health and safety advice. • Provide direction and approve health and safety policies and management.
Executive Management Team	<p>The Executive Management Team will:</p> <ul style="list-style-type: none"> • Support the Chief Executive in meeting their health and safety responsibilities. • Provide direction and approve health and safety policies and management standards. • Ensure that robust health and safety management systems, arrangements and organisation exist in each Directorate. • Ensure that adequate resources are included within budgets to enable Teign Housing to comply with all relevant Health and Safety legislation. • Monitor the Health and Safety Policy implementation, setting targets and/or objectives within their teams.
Health and Safety Team	<p>The health and Safety Manager will:</p>

	<ul style="list-style-type: none"> • Provide competent health and safety advice to all levels of the organisation in accordance with The Management of Health and Safety at Work Regulations 1999. • Formulate and develop appropriate health and safety policies, and procedures to ensure TH is legally compliant with all its statutory responsibilities. • Provide regular reports to the H&S Committee and Board on Health and Safety performance. • Support with the development of staff training matrixes and H&S training programmes in consultation with Managers and the Learning and Development Lead (L&D) • Obtain and coordinate specialist advice as necessary for the effective planning and implementation of policy as required. • Implement any Health and Safety recommendations received from the H&S Committee meeting or Board. <p>The H&S Practitioner will: -</p> <ul style="list-style-type: none"> • Support Teign Housing in implementing its H&S management policies and procedures. • Where required support responsible managers in undertaking incident accident investigations • Provide support and guidance to managers in undertaking risk assessments. • Develop and maintain a close working relationship with the board, employees, contractors, and tenants on matters relating to health and safety.
All Managers	<p>Managers will:</p> <ul style="list-style-type: none"> • Provide visible health and safety leadership and promote a positive impartial culture across the organisation where staff feel listened to and are encouraged to raise any health and safety concerns, so the organisation can continually improve its performance. • Ensure that their staff receive the appropriate instruction, supervision, and training in the risks to their own health and safety and others arising from the work that they undertake to ensure that they are competent to undertake their role.

	<ul style="list-style-type: none"> • Ensure that all staff under their management have read and understood all H&S policies, procedures, information, and risk assessments in relation to their activities. • Develop and Implement appropriate Health and Safety procedures, working with the Health and Safety Team, including those for monitoring and review of performance in relation to their team's activities where appropriate. • Ensure suitable and sufficient risk assessments are undertaken for all activities undertaken in their area of responsibility and are clearly communicated to all parties whose health and safety may be affected. • Ensure that adequate resources are available to enable their teams to implement the health and safety policy and procedures. • Will keep records to meet all legal requirements such as risk assessments, inspections etc. • Provide periodic reports their relevant senior manager in preparedness for SMT Health and Safety updates and where appropriate feed into the H&S Committee Meeting reports. • Provide timely feedback to the Safety Team on deficiencies in plans, standards, procedures and/or systems.
<p>All Employees</p>	<p>All Our Employees will:</p> <ul style="list-style-type: none"> • Co-operate with Teign Housing on all health and safety matters. • Take responsibility for their own health and safety, and that of others who could be affected by their actions. • Immediately inform their line manager or the health and safety team of any health and safety concerns, problems, or unsafe practices within the workplace. • Report any accidents, incidents or near misses in line with Teign Hosing's incident reporting procedure. • Wear/use any PPE that has been provided by Teign Housing to protect their health, safety, and wellbeing. • Not recklessly or intentionally interfere with anything provided for H&S and safety purposes.

2. Arrangements for Implementing the Health and Safety Policy

2.1. Consultation

2.1.1. Teign Housing has a comprehensive structure of groups and committees to facilitate health and safety consultation and coordinate activity with our staff and our tenants. These include:

- Staff forum
- Tenants' forum
- Safety and Health Operational Panel
- Health and Safety Committee

2.2. Templer HomeBuild (THB)

2.2.1. Templer HomeBuild (THB) is a wholly owned subsidiary of Teign Housing. THB undertakes maintenance and repairs on behalf of Teign Housing across its property portfolio and is also responsible for managing all building compliance activities on behalf of TH in respect of Gas, Fire, legionella, Asbestos, Lifting equipment, Electrical Safety etc.

2.2.2. Ian Williams Ltd act as the legally competent advisor to THB in the supervision of THBs Health and Safety responsibilities as part of the supervision agreement between THBs and Ian Williams Ltd. THB and externally contracted staff working on THBs behalf, must adhere to Ian Williams Health & Safety Policies and Procedures and ensure that all preventative measures are taken to reduce risks to as low as practicable.

2.2.3. Teign Housing will ensure that THB is kept appraised of all identified health and safety risks arising in its properties to enable THB to protect the health and safety of its employees, contractors, and those to whom it owes a duty of care by: -

- Ensuring H&S alerts are kept up to date on THs housing system for Ian Williams Ltd. system to pull through to their management software.
- Inviting THB to THs quarterly Safety and Health Operational Panel meeting.

2.2.4. Templer HomeBuild will provide assurance to Teign Housing that compliance activities being undertaken on THs behalf, and that Health and Safety is being effectively managed in the organisation by: -

- providing weekly compliance reports, reporting on exception where compliance has not been achieved.
- providing Health & Safety performance reports to Teign Housing's quarterly Health and Safety Committee.

2.3. Related Health and Safety Management System

2.3.1. TH manages the Health and Safety management system via detailed H&S policies and procedures and other related H&S documentation (e.g., fire, asbestos, lone working). A full list of the documents making up the H&S Management system can be found in section 5.

2.4. Accident Incident Reporting and Investigation

2.4.1. Accidents and incidents are to be reported on TH's Assure Incident Management System. employees will be made aware of their responsibility to report incidents to THs via Assure, which is THs online incident reporting system during their H&S induction.

2.4.2. Managers are responsible for investigating accidents and incidents within their areas of responsibility.

2.4.3. The H&S team will fulfil THs duty under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and Mandatory Occurrence Reporting under the Building Safety Act 2022.

2.5. Control of Contractors

2.5.1. The Health and Safety team will maintain THs register of approved contractors. Thorough vetting will be carried out of all contractors and consultants procured to undertake work on behalf of TH to ensure that they have the required competency to undertake the activity they are engaged to carryout.

2.6. Emergency Procedures

2.6.1. TH will plan to deal with emergencies to ensure that staff understand the necessary action to take in any event of serious and imminent danger e.g., in the event of a fire.

2.7. First Aid

2.7.1. TH will undertake an assessment of first aid needs to ensure that suitable first aid provision is provided across the organisation in accordance with the First Aid Regulations 1981.

2.8 Inspecting Workplaces and Examining Equipment

2.8.1 Suitable approaches for the inspection of TH buildings and plant will be developed by THB on behalf of TH to ensure that regular checks are made. Where statutory examination of equipment is required THB Director of Operations will ensure that THB is aware of their responsibilities and make adequate arrangements for tests and examinations to be conducted. THB's compliance team will maintain a schedule of all relevant plant and equipment on behalf of TH and ensure all related records are kept and maintained in accordance with statutory requirements.

2.9 Risk Profiling

2.9.1 A risk profiling programme covering all TH buildings is on-going to support responsible managers in controlling recognised building related risk to ensure that resources can be appropriately directed.

2.9.2 Department Heads are responsible for regularly reviewing their risk registers. Risk which cannot be managed within their department will be escalated to the Executive Management Team.

2.10 Active Monitoring

2.10.1. The Health and Safety team undertake annual H&S inspections of TH offices and stock with communal areas.

2.10.2 The H&S Manager will undertake annual audits of key of compliance to ensure that the H&S Management system is embedded and being implemented across TH.

2.10.3 Teign Housing will use the HSE's Safety Climate Tool to monitor and improve the safety culture within the organisation.

2.11 Risk Assessment

2.11.1. Managers are responsible for undertaking assessments of risks to employees, tenants, contractors, and any other people that could be affected by TH activities in their area of responsibility. The H&S Team will provide support and guidance to managers to ensure that risk assessments are conducted for areas of risk, and that

risk assessments are 'suitable and sufficient.' as per Management of Health and Safety at Work Regulations 1999 section 3. (1).

2.12. Personal Protective Equipment

- 2.12.1. TH supplies Personal Protective Equipment (PPE) to employees whose tasks require it to be worn. In any event, such equipment will be supplied in good working order, free of defects, comfortable and efficient and fit for the purpose for which it is being used.
- 2.12.2. TH recognises that PPE should only be supplied as a last resort after suitable and sufficient assessments of the task have been conducted with all other options of reducing risk to employees achieved.
- 2.12.3. TH will ensure that all PPE undergoes regularly checks and that staff are trained in the correct use and care of their PPE. Staff are responsible for raising any concerns they may have in the condition or the fit of their PPE with their line manager.

2.13. Hand-Arm Vibration

- 2.13.1. TH recognises that certain operations may give rise to hand–arm vibration and as such will fulfil the requirements of the Regulations that require an employer to:
 - a) Assess the vibration risk to employees.
 - b) Take action to reduce vibration exposure.
 - c) Decide if exposure is likely to be above:
 - i. Daily Exposure Action Value (EAV) and if they are, introduce a programme of controls to eliminate the risk or reduce exposure to a level as low as reasonably practicable. *
 - ii. Daily Exposure Limit Value (ELV) and if they are taking immediate action to reduce exposure to below the Limit value.**
 - d) Ensure the legal limits are not exceeded.
 - e) Provide information and training to employees on health risks and actions taken to control the risks.
 - f) Carry out health surveillance where there is a risk to health.
 - g) Keep a record of the risk assessment and control actions.
 - h) Review and update risk assessments.

EAV: The daily amount of vibration above which employers are required to take action to control exposure, currently 2.5 m/s² A (8).

** ELV: The maximum amount of vibration an employee may be exposed to in a day, currently 5 m/s² A (8).

2.14. Noise

2.14.1. In respect to control of noise in the workplace TH will:

- a) Identify areas where noise levels exceed 80dB(A) now known as the Lower Exposure Action Value (LEAV).
- b) Carry out a suitable and sufficient Risk Assessment identifying the source(s) of noise and personnel who may be affected.
- c) Make hearing protection available for employees.
- d) Draw up an action plan specifying what needs to be done to protect employees.
- e) Wherever possible, reduce the noise to as low as reasonably practicable by engineering methods or changes to the process.

2.14.2. If the noise levels exceed 85dB (A) now known as the Upper Exposure Action value (UEAV), TH will:

- a) Provide hearing protection to any employee exposed.
- b) Designate and identify the area as a "Hearing Protection Zone".
- c) Restrict access to this area.

2.14.3. If required, TH will inform employees of the nature of the risk from exposure to noise, the current limits under the Regulations, the value of any measurements taken and the availability and provision of hearing protection.

2.14.4. If the wearing of hearing protection is necessary, Teign Housing will ensure that the noise level to the wearer does not exceed 87dB(A) now known as the Exposure Limit Value (ELV).

2.15. Safe Handling and Use of Substances

- 2.15.1. Teign Housing will ensure that suitable processes for the control of substances hazardous to health (COSHH) are implemented throughout the organisation. Wherever possible hazardous items will be replaced with less hazardous items.
- 2.15.2. Staff who are required to use COSHH items will receive training, instruction, and supervision to ensure that they are fully aware of the risk to their own safety and others arising from their work activities.
- 2.15.3. Responsible managers will ensure that COSHH assessments are undertaken for all COSHH items that their staff come into contact with while undertaking their duties on behalf of TH and that they are recorded on TH risk management system Assure.

3. Information and Support for Employees

3.1. Health and Safety Information

TH will ensure that staff receive relevant health and safety information in a suitable format to ensure that they are made aware of the risks to their own health and safety arising from their work activities.

3.2. Induction and Training

TH is committed to ensuring that its employees receive adequate training to ensure that they are competent to undertake their role and to keep themselves and their colleagues safe at work. On the first day of appointment or as soon as reasonably practicable all staff will receive a practical demonstration (if necessary) and be advised of:

- a) All foreseeable hazards which could arise from their work.
- b) Emergency and safety devices with regards to the purpose and effectiveness
- c) The duties which they have to perform, including the use of machinery and equipment in accordance with the Provision and Use of Work Equipment Regulations 1998.
- d) Correct methods for lifting alone and correct use of any personal protective equipment supplied by TH.

All employees receive mandatory H&S training as identified in the corporate training matrix e.g., fire safety awareness, manual handling etc. Managers with the support

of the H&S team and HR Advisor are responsible for identifying role specific H&S training.

In order to support THs commitment towards continual improvement in Health and Safety, all staff and Board members undertake IOSH accredited H&S training relevant to their role within their first year with TH.

3.3. Supervision

All employees will receive managerial supervision with their people manager in accordance with TH's "Pathway to Success" process. Supervision will be positive, supportive and a constructive process which is linked to good governance, quality improvement, managing risks and accountability.

4. Monitoring

- 4.1. The policy will be monitored and reviewed by the Health and Safety Manager.
- 4.2. Monitoring compliance of the policy is undertaken by the Health and Safety Committee.
- 4.3. Reporting trends of incidents will be monitored by the Health and Safety Committee on a quarterly basis. Any reports and action plans generated will be shared with the Board who will then monitor the implementation and outcome of identified actions.
- 4.5. Serious Untoward Incidents and RIDDOR reportable incidents will be subject to the audit by the Health and Safety Manager and reported to the Health and Safety Committee on a quarterly basis.
- 4.6. Auditing is undertaken by the Health and Safety Manager to ensure compliance with the policy.

5. Policies

5.1. The following policies support the H&S Policy

- Asbestos Policy & Procedure
- Damp and Mould Policy & Procedure
- Electrical Safety Procedure

- Environmental Policy
- Fire Safety Policy & Procedure
- Gas Safety Management Policy & Procedure
- Lone Working Policy & Procedure
- Pathway to Success
- Radon Gas Policy and Procedure
- Stress procedure
- Water Hygiene (Legionella) Management Procedure

5.2. Relevant H&S Legislation and Regulations

- Building Safety Act 2022
- The Building (Higher-Risk Building Procedures) (England) Regulations 2023
- Construction (Design and Management) Regulations 2015
- Control of Substances Hazardous to Health 2002
- Confined Spaces Regulations 1997
- Control of Asbestos Regulations
- Control of Noise at Work Regulations 2005
- Control of Vibration at Work Regulations 2005
- Electricity at Work Regulations 1989
- Fire Safety Act 2021
- Fire Safety Regulations 2022
- Health and Safety at Work etc. Act 1974
- Health and safety (Consultation with employees) regulations 1996
- Health and Safety (Display Screen Equipment) Regulations 1992
- Health and Safety (First Aid) Regulations 1981
- Health and Safety (Safety Signs and Signals) Regulations 1996
- The Higher-Risk Buildings (Management of Safety Risks etc) (England) Regulations 2023
- The Higher-Risk Buildings (Keeping and Provision of Information etc.) (England) Regulations 2024
- Housing Act 2004
- Housing Health and Safety Rating System (England Regulations) 2005
- The Ionising Radiations Regulations 2017
- Lifting Operations and Lifting Equipment Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Manual Handling Operations Regulations 1992

- Personal Protective Equipment (Enforcement) Regulations 2018
- Provision and Use of Work Equipment Regulations 1998
- Regulatory Reform (Fire Safety) Order 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Work at Height Regulations 2005
- Workplace (Health, Safety and Welfare) Regulations 1992 1981